

	Provider Number	Hospital Name	Address 1
490001		NORTON COMMUNITY HOSPITAL	100 15TH ST NW
490002		RUSSELL COUNTY MEDICAL CENTER	58 CARROLL STREET
490004		ROCKINGHAM MEMORIAL HOSPITAL	2010 HEALTH CAMPUS DRIVE
490005		WINCHESTER MEDICAL CENTER INC	220 CAMPUS BLVD SUITE 210
490007		SENTARA NORFOLK GENERAL HOSPITAL	600 GRESHAM DR
490009		UNIVERSITY OF VIRGINIA MEDICAL CENTER	JEFFERSON PARK AVE
490011		BON SECOURS - DEPAUL MEDICAL CENTER	150 KINGSLEY LANE
490012		LEE REGIONAL MEDICAL CENTER	1800 COMBS ROAD
490013		HALIFAX REGIONAL HOSPITAL	2204 WILBORN AVENUE
490017		BON SECOURS - MARYVIEW MEDICAL CENTER	3636 HIGH STREET
490018		AUGUSTA HEALTH	78 MEDICAL CENTER DRIVE
490019		CULPEPER REGIONAL HOSPITAL	501 SUNSET LANE
490020		JOHN RANDOLPH MEDICAL CENTER	411 WEST RANDOLPH ROAD
490021		CENTRA HEALTH	1920 ATHERHOLT ROAD

Page 1 of 210 05/31/2011



Address 2	Address 3	City	State
		NORTON	VA
		LEBANON	VA
		HARRISONBURG	VA
		WINCHESTER	VA
		NORFOLK	VA
		CHARLOTTESVILL E	VA
		NORFOLK	VA
		PENNINGTON GAP	VA
		HALIFAX	VA
		PORTSMOUTH	VA
		FISHERSVILLE	VA
		CULPEPER	VA
		HOPEWELL	VA
		LYNCHBURG	VA

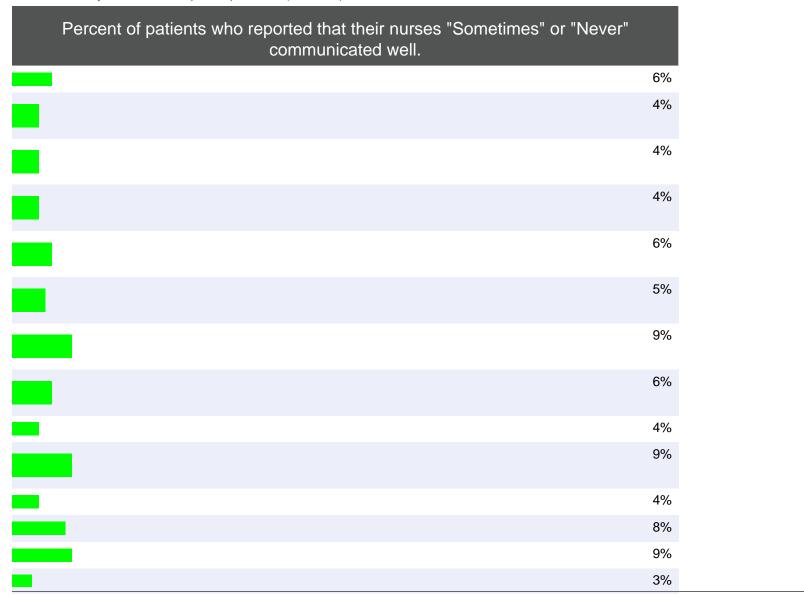
Page 2 of 210 05/31/2011



	ZIP Code	County Name	Phone Number (Old)
24273		NORTON CITY	
24266		RUSSELL	
22801		HARRISONBURG CITY	
22601		WINCHESTER CITY	
23507		NORFOLK CITY	
22908		CHARLOTTESVILLE CITY	
23505		NORFOLK CITY	
24277		LEE	
24558		HALIFAX	
23707		PORTSMOUTH CITY	
22939		AUGUSTA	
22701		CULPEPER	
23860		HOPEWELL CITY	
24501		LYNCHBURG CITY	

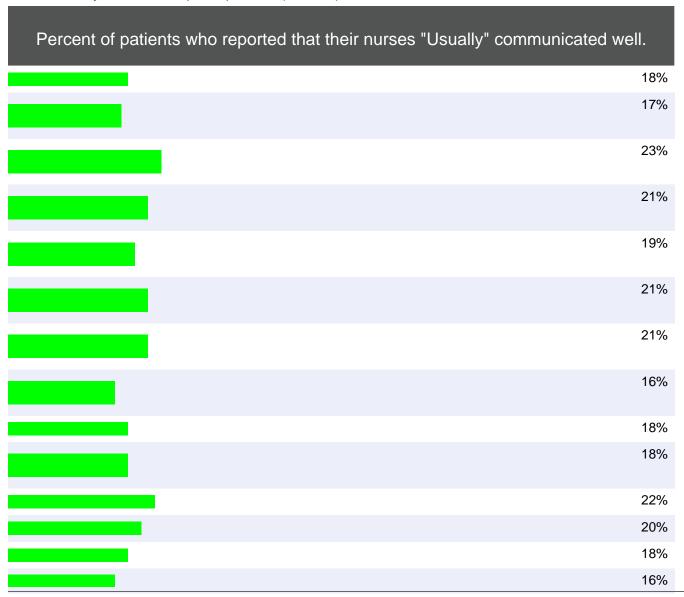
Page 3 of 210 05/31/2011





Page 4 of 210 05/31/2011





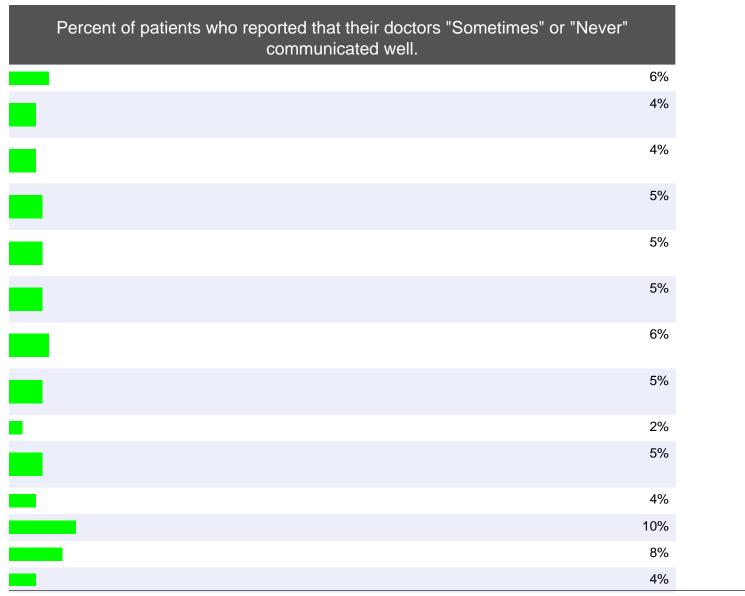
Page 5 of 210 05/31/2011





Page 6 of 210 05/31/2011





Page 7 of 210 05/31/2011





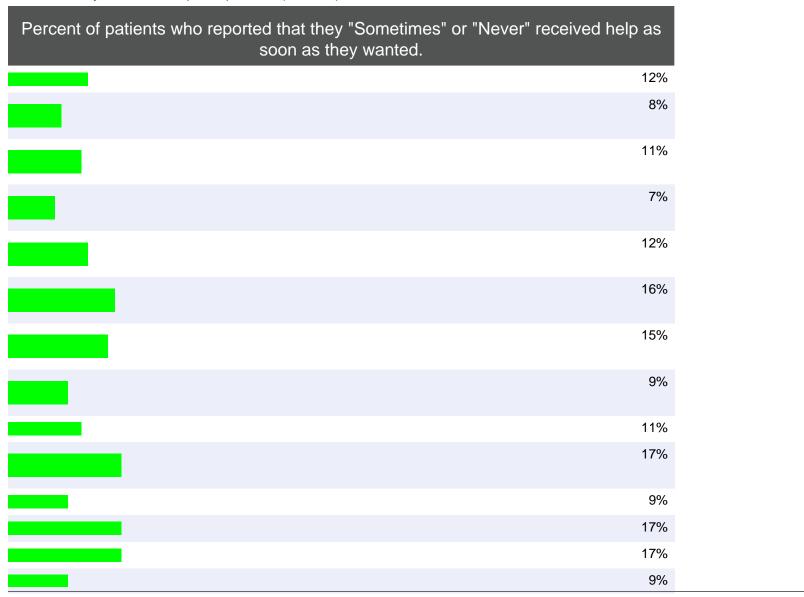
Page 8 of 210 05/31/2011





Page 9 of 210 05/31/2011





Page 10 of 210 05/31/2011





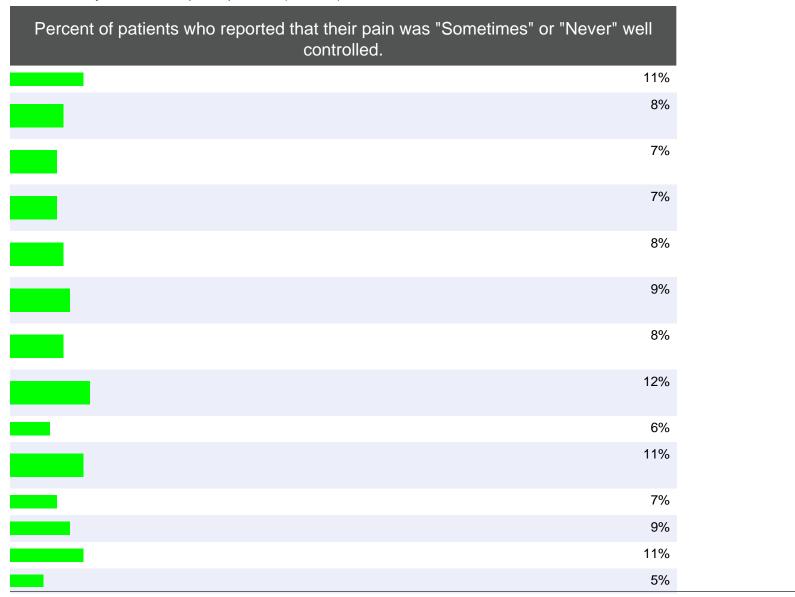
Page 11 of 210 05/31/2011





Page 12 of 210 05/31/2011





Page 13 of 210 05/31/2011





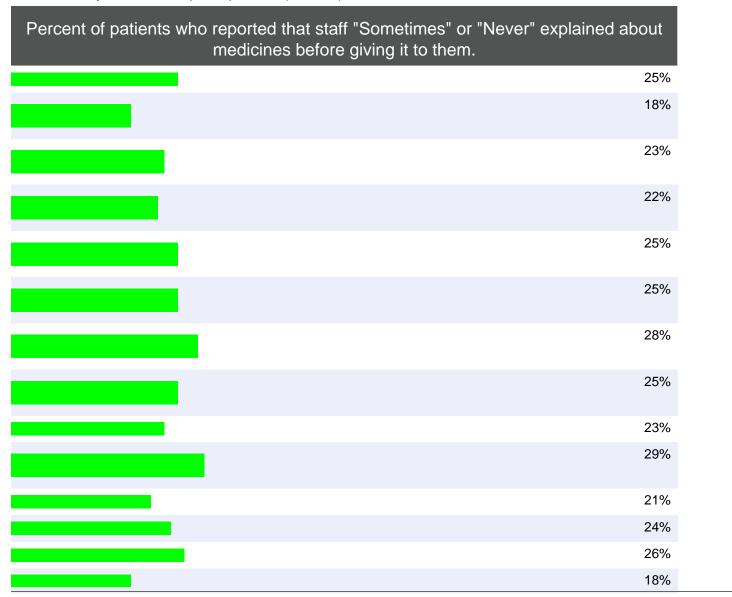
Page 14 of 210 05/31/2011





Page 15 of 210 05/31/2011





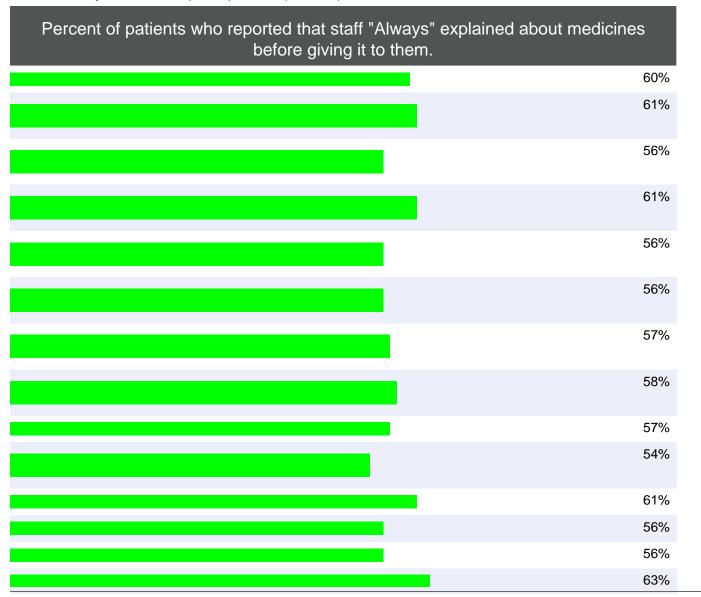
Page 16 of 210 05/31/2011





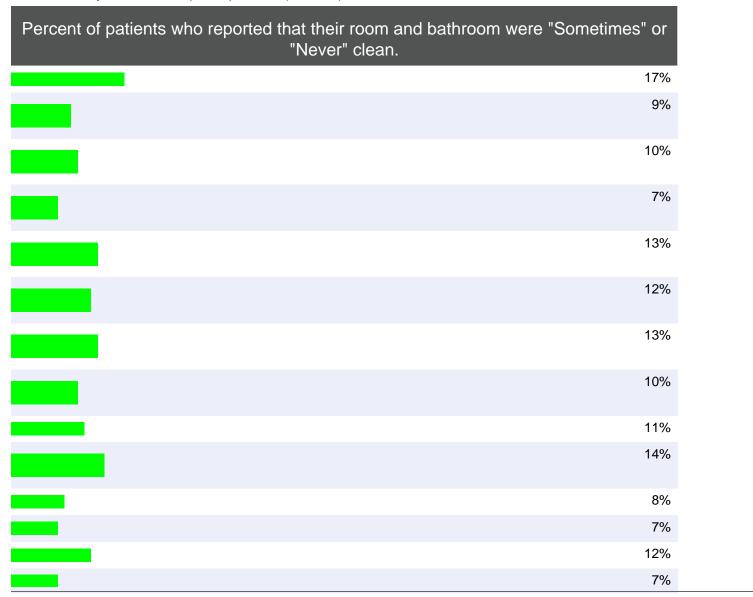
Page 17 of 210 05/31/2011





Page 18 of 210 05/31/2011





Page 19 of 210 05/31/2011





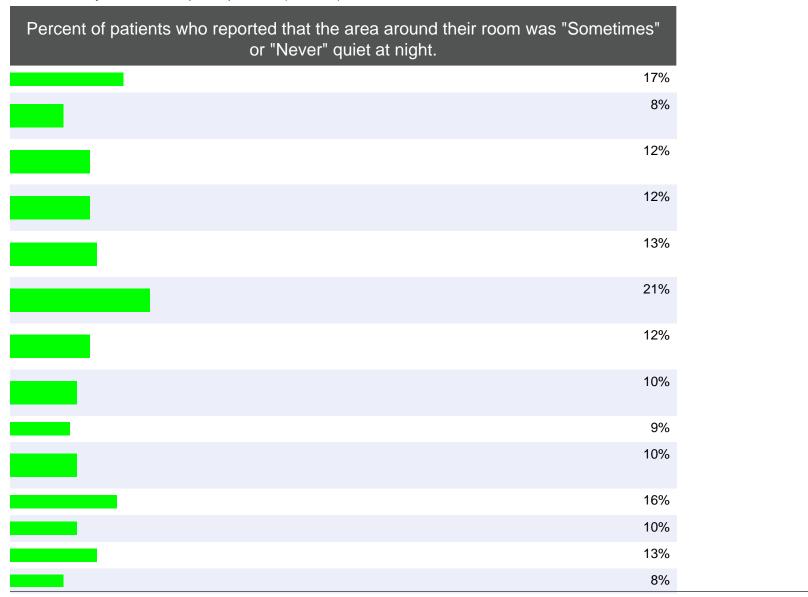
Page 20 of 210 05/31/2011





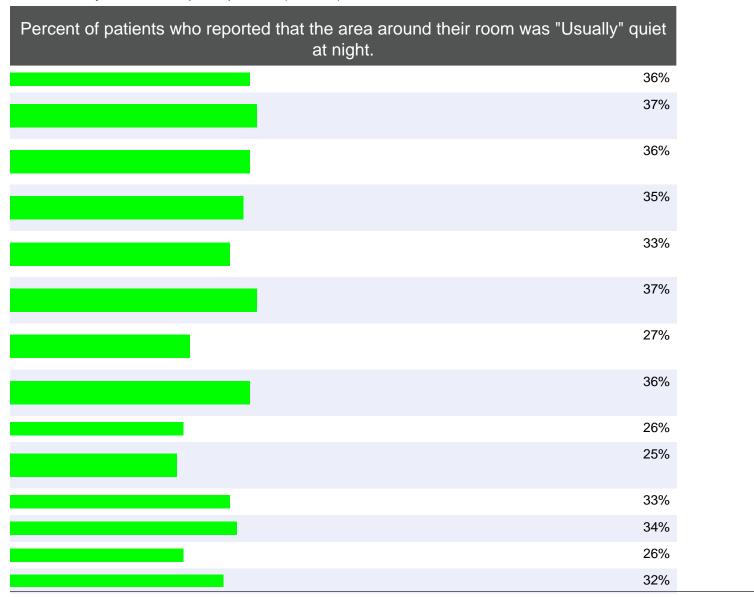
Page 21 of 210 05/31/2011





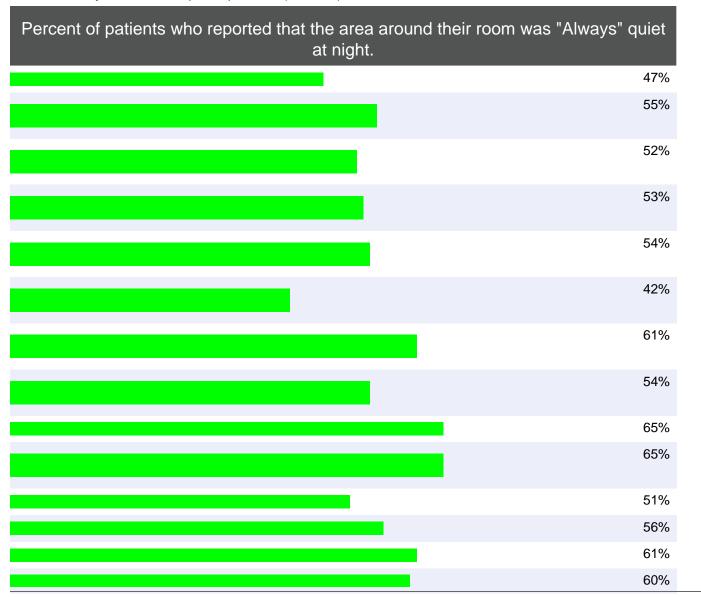
Page 22 of 210 05/31/2011





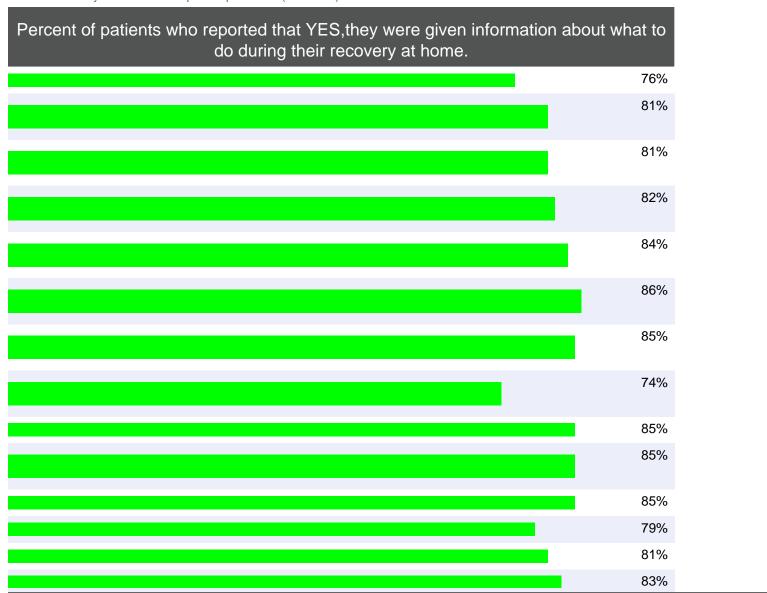
Page 23 of 210 05/31/2011





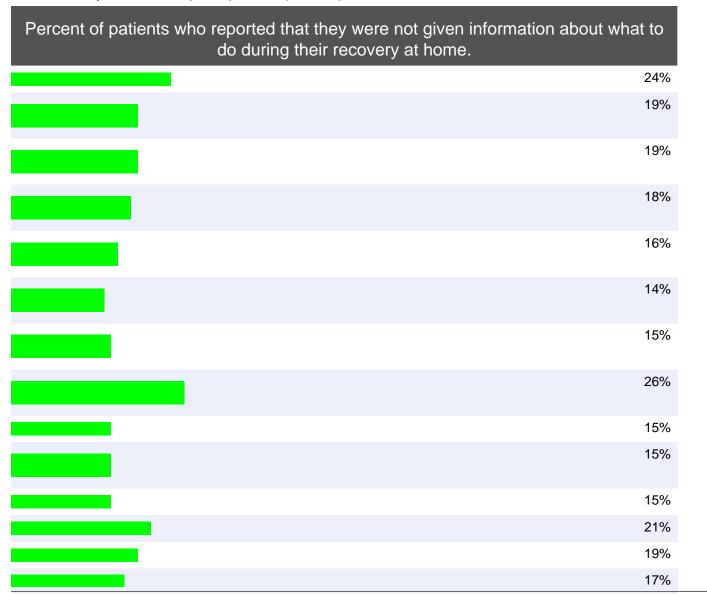
Page 24 of 210 05/31/2011





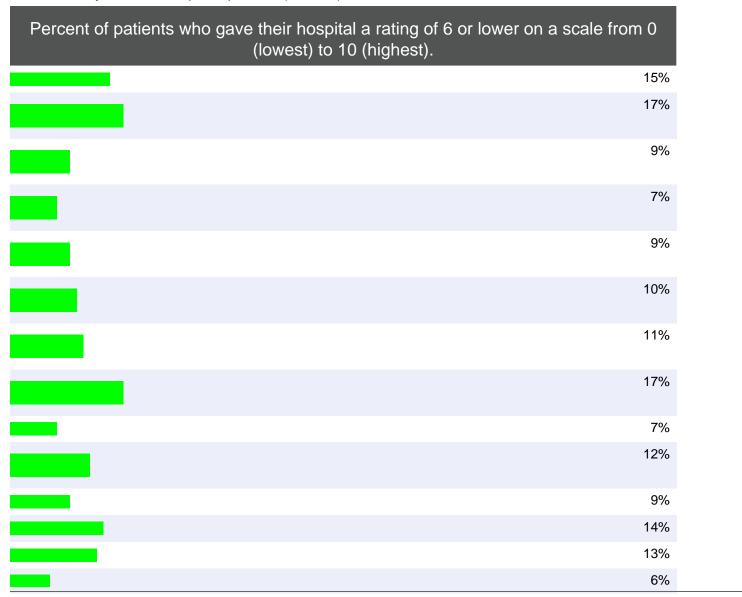
Page 25 of 210 05/31/2011





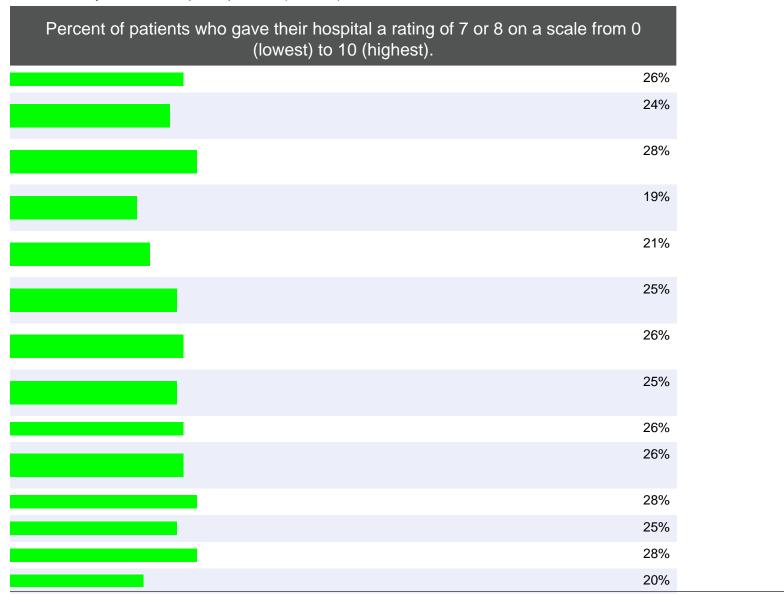
Page 26 of 210 05/31/2011





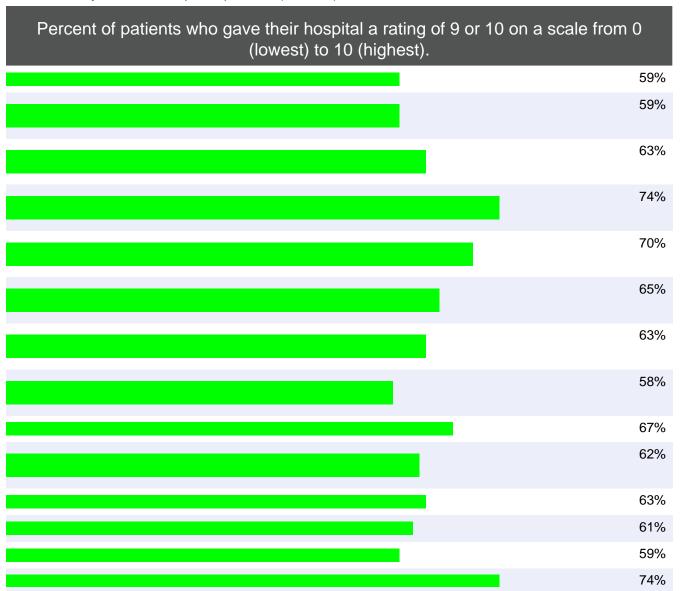
Page 27 of 210 05/31/2011





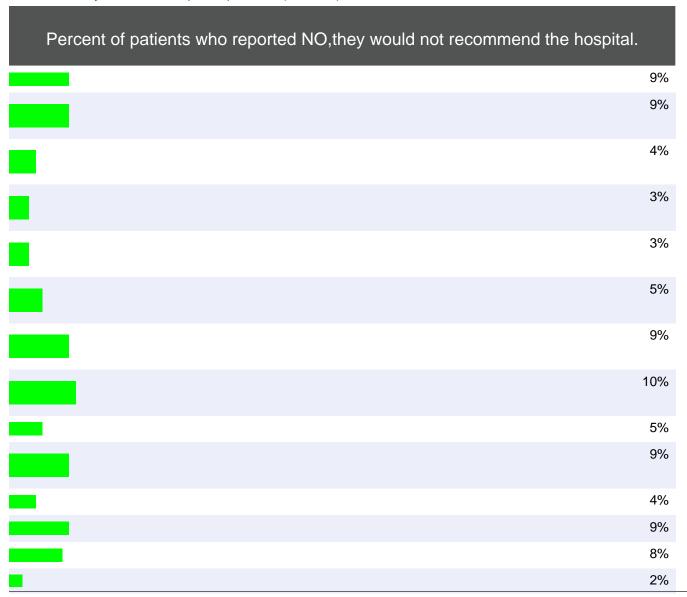
Page 28 of 210 05/31/2011





Page 29 of 210 05/31/2011





Page 30 of 210 05/31/2011





Page 31 of 210 05/31/2011





Page 32 of 210 05/31/2011



Number of Completed Surveys
300 or more
300 or more
300 or more
Between 100 and 299
300 or more

Page 33 of 210 05/31/2011



Survey Response Rate Percent		Survey Footnote
	21%	
	17%	
	26%	
	46%	
	25%	
	37%	
	29%	
	19%	
	32%	
	29%	
	38%	
	23%	
	27%	
	36%	

Page 34 of 210 05/31/2011



Hospital	Footnote	

Page 35 of 210 05/31/2011



490021	CENTRA HEALTH	1920 ATHERHOLT ROAD
490022	MARY WASHINGTON HOSPITAL, INC	1001 SAM PERRY BOULEVARD
490023	THE FAUQUIER HOSPITAL, INC	500 HOSPITAL DRIVE
490024	CARILION MEDICAL CENTER	1906 BELLEVIEW AVENUE
490027	MOUNTAIN VIEW REGIONAL MEDICAL CENTER	310 THIRD STREET NE
490032	VIRGINIA COMMONWEALTH UNIVERSITY HEALTH SYSTEM	1250 EAST MARSHALL STREET
490033	WARREN MEMORIAL HOSPITAL	1000 NORTH SHENANDOAH AVE
490037	RIVERSIDE SHORE MEMORIAL HOSPITAL	9507 HOSPITAL AVENUE
490038	SMYTH COUNTY COMMUNITY HOSPITAL	565 RADIO HILL ROAD
490040	INOVA ALEXANDRIA HOSPITAL	4320 SEMINARY RD
490041	MARY IMMACULATE HOSPITAL	2 BERNARDINE DRIVE
490042	CARILION NEW RIVER VALLEY MEDICAL CENTER	2900 LAMB CIRCLE
490043	INOVA LOUDOUN HOSPITAL	44045 RIVERSIDE PARKWAY
490044	SENTARA OBICI HOSPITAL	2800 GODWIN BOULEVARD
490045	PRINCE WILLIAM HOSPITAL	8700 SUDLEY RD
490046	SENTARA LEIGH HOSPITAL	830 KEMPSVILLE ROAD

Page 36 of 210 05/31/2011



(······)		
	LYNCHBURG	VA
	FREDERICKSBUR G	VA
	WARRENTON	VA
	ROANOKE	VA
	NORTON	VA
	RICHMOND	VA
	FRONT ROYAL	VA
	NASSAWADOX	VA
	MARION	VA
	ALEXANDRIA	VA
	NEWPORT NEWS	VA
	CHRISTIANSBURG	VA
	LEESBURG	VA
	SUFFOLK	VA
	MANASSAS	VA
	NORFOLK	VA

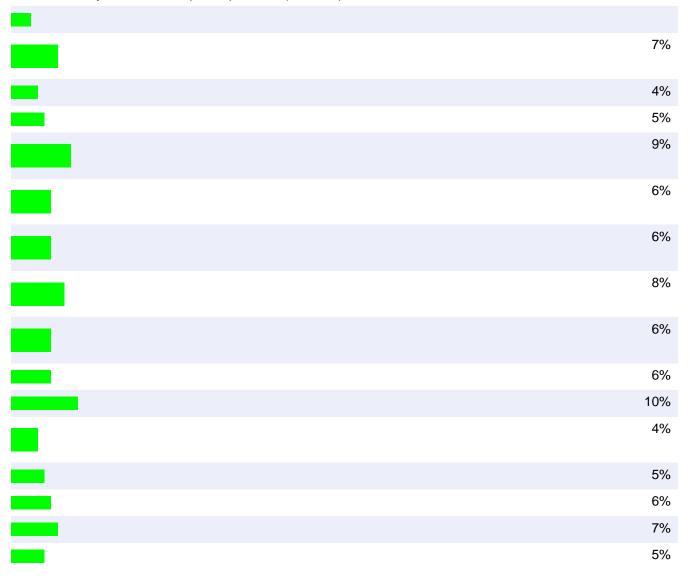
Page 37 of 210 05/31/2011



24501	LYNCHBURG CITY
22401	FREDERICKSBURG CITY
20186	FAUQUIER
24033	ROANOKE CITY
24273	NORTON CITY
23298	RICHMOND CITY
22630	WARREN
23413	NORTHAMPTON
24354	SMYTH
22304	ALEXANDRIA CITY
23602	NEWPORT NEWS CITY
24073	MONTGOMERY
20176	LOUDOUN
23439	SUFFOLK CITY
20110	MANASSAS CITY
23502	NORFOLK CITY

Page 38 of 210 05/31/2011





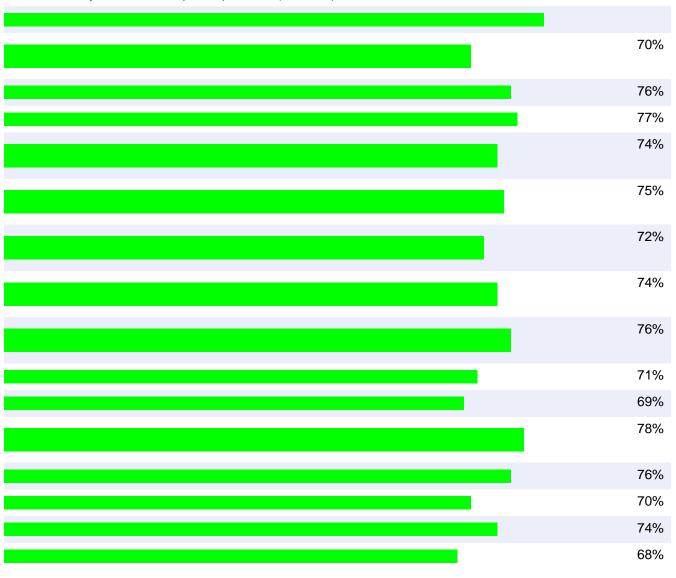
Page 39 of 210 05/31/2011



·	`	,		
				000/
				23%
				20%
				18%
				17%
				19%
				22%
				18%
				18%
				23%
				21%
				18%
				19%
				24%
				19%
				27%

Page 40 of 210 05/31/2011





Page 41 of 210 05/31/2011



7%
4%
4%
5%
5%
7%
3%
7%
7%
5%
4%
3%
7%
6%
6%

Page 42 of 210 05/31/2011



·	•	`	,		
					19%
					16%
					18%
					14%
					15%
					16%
					12%
					18%
					19%
					16%
					16%
					17%
					21%
					15%
					21%

Page 43 of 210 05/31/2011







Page 44 of 210 05/31/2011



 •	•	`	,		
					17%
					10%
					11%
					20%
					14%
					11%
					15%
					12%
					12%
					18%
					7%
					10%
					15%
					11%
					12%

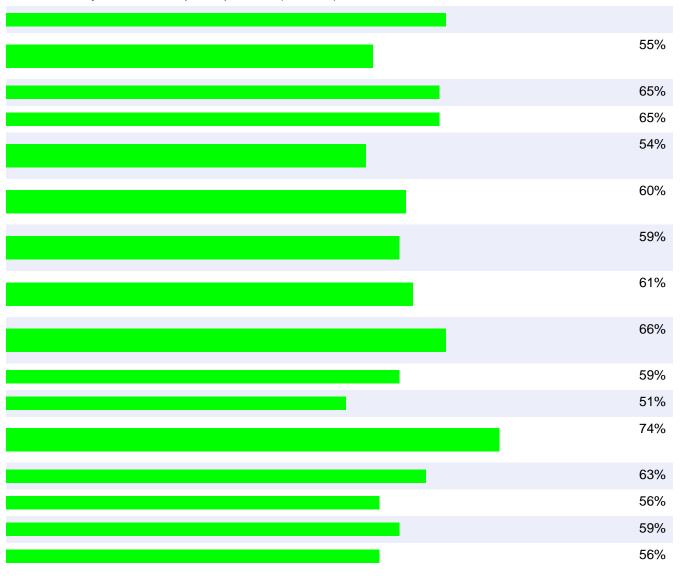
Page 45 of 210 05/31/2011





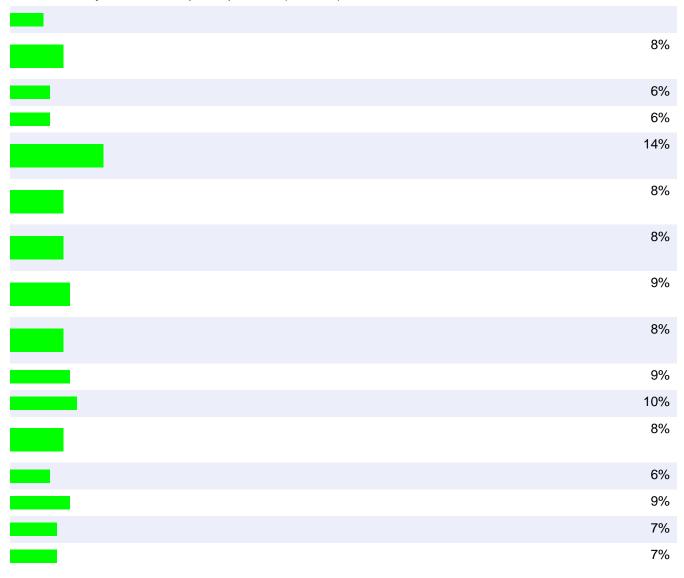
Page 46 of 210 05/31/2011





Page 47 of 210 05/31/2011





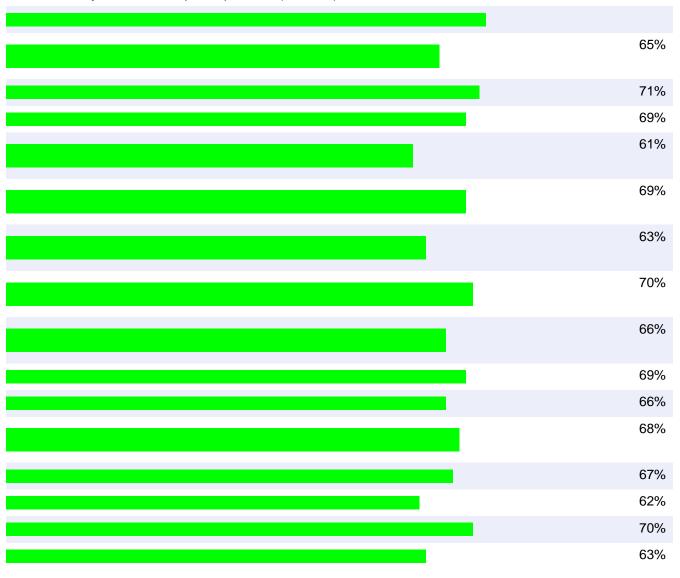
Page 48 of 210 05/31/2011





Page 49 of 210 05/31/2011





Page 50 of 210 05/31/2011



	`	,	
			26%
			18%
			18%
			27%
			21%
			23%
			22%
			24%
			2-24
			25%
			27%
			22%
			19%
			28%
			23%
			27%

Page 51 of 210 05/31/2011



	•	,	,			
					209	%
					199	%
					159	%
					189	%
					189	%
					234	%
					18'	%
					14	%
					219	%
					179	%
					184	%
					219	%
					179	%
					249	%
					179	%

Page 52 of 210 05/31/2011





Page 53 of 210 05/31/2011



	,	,		
				13%
				7%
				17%
				8%
				14%
				9%
				12%
				7%
				15%
				22%
				10%
				14%
				10%
				9%
				15%

Page 54 of 210 05/31/2011



	,	,	
			27%
			19%
			23%
			15%
			21%
			25%
			22%
			21%
			23%
			22%
			19%
			22%
			23%
			19%
			26%

Page 55 of 210 05/31/2011







Page 56 of 210 05/31/2011



15%
8%
11%
12%
16%
12%
15%
13%
17%
9%
12%
15%
12%
15%
19%

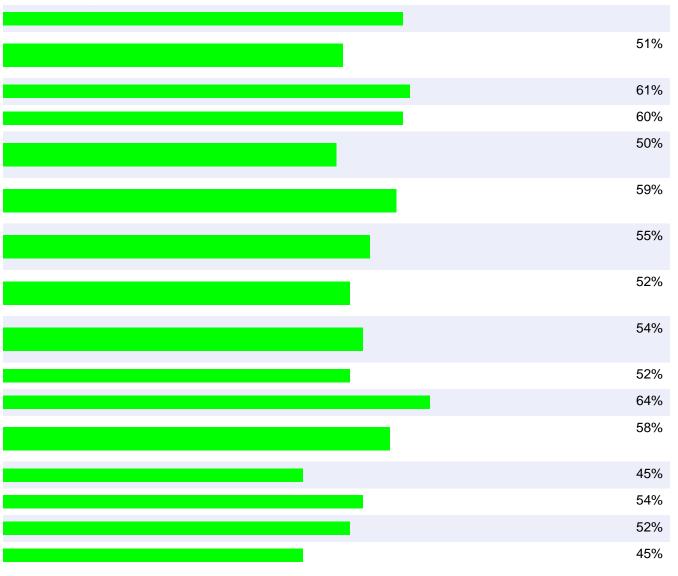
Page 57 of 210 05/31/2011





Page 58 of 210 05/31/2011





Page 59 of 210 05/31/2011







Page 60 of 210 05/31/2011



21%
16%
16%
18%
14%
18%
19%
21%
18%
16%
13%
13%
16%
16%
16%

Page 61 of 210 05/31/2011



,	 `	,	
			12%
			7%
			8%
			20%
			7%
			11%
			12%
			14%
			9%
			14%
			8%
			7%
			14%
			9%
			10%

Page 62 of 210 05/31/2011





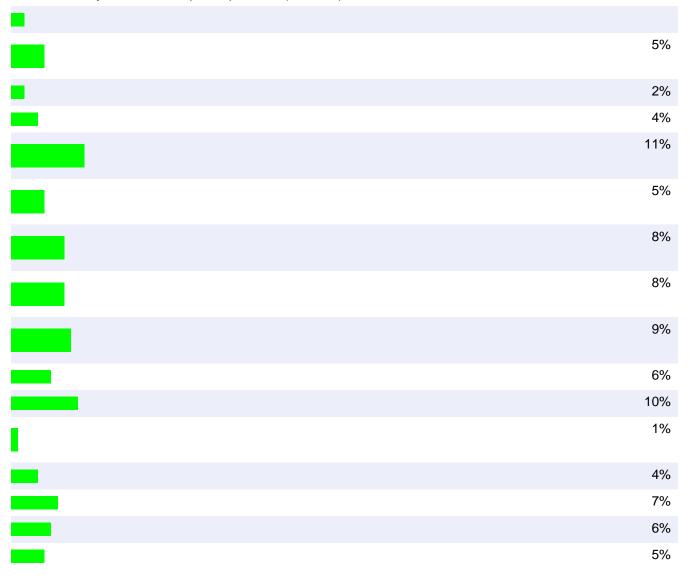
Page 63 of 210 05/31/2011





Page 64 of 210 05/31/2011





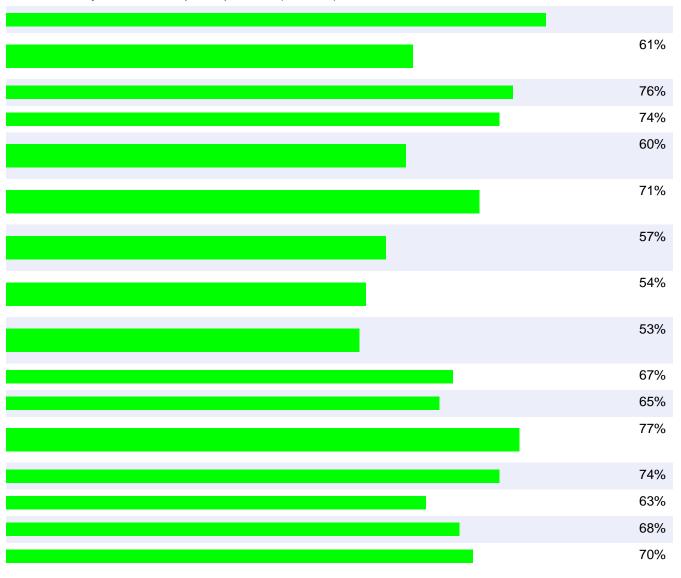
Page 65 of 210 05/31/2011





Page 66 of 210 05/31/2011





Page 67 of 210 05/31/2011



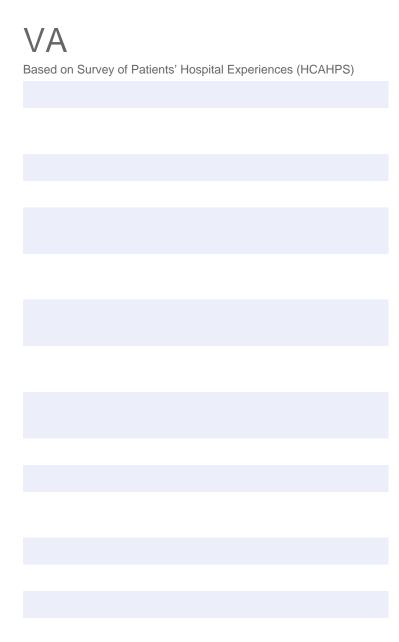
300 or more
300 or more
300 or more
300 or more
Between 100 and 299
300 or more

Page 68 of 210 05/31/2011



31%
30%
32%
16%
30%
23%
26%
25%
36%
33%
34%
35%
26%
36%
32%

Page 69 of 210 05/31/2011



Page 70 of 210 05/31/2011



490048	LEWIS-GALE MEDICAL CENTER, LLC	1900 ELECTRIC ROAD
490050	VIRGINIA HOSPITAL CENTER - ARLINGTON	1701 NORTH GEORGE MASON DRIVE
490052	RIVERSIDE REGIONAL MEDICAL CENTER	500 J CLYDE MORRIS BLVD
490053	JOHNSTON MEMORIAL HOSPITAL	351 COURT STREET, NE
490057	SENTARA VIRGINIA BEACH GENERAL HOSPITAL	1060 FIRST COLONIAL ROAD
490059	BON SECOURS - ST MARYS HOSPITAL OF RICHMOND	5801 BREMO RD
490060	CLINCH VALLEY MEDICAL CENTER	6801 GOV G C PEERY HWY
490063	INOVA FAIRFAX HOSPITAL	3300 GALLOWS RD
490066	SENTARA WILLIAMSBURG REGIONAL MEDICAL CENTER	100 SENTARA CIRCLE
490067	SOUTHSIDE REGIONAL MEDICAL CENTER	200 MEDICAL PARK BOULEVARD
490069	BON SECOURS - MEMORIAL REGIONAL MEDICAL	8260 ATLEE ROAD
490075	DANVILLE REGIONAL MEDICAL CENTER	142 SOUTH MAIN STREET
490077	MARTHA JEFFERSON HOSPITAL	459 LOCUST AVE
490079	MEMORIAL HOSPITAL OF MARTINSVILLE & HENRY COUNTY	320 HOSPITAL DRIVE

Page 71 of 210 05/31/2011



SALEM	VA
ARLINGTON	VA
NEWPORT NEWS	VA
ABINGDON	VA
VIRGINIA BEACH	VA
RICHMOND	VA
RICHLANDS	VA
FALLS CHURCH	VA
WILLIAMSBURG	VA
PETERSBURG	VA
MECHANICSVILLE	VA
DANVILLE	VA
CHARLOTTESVILL E	VA
MARTINSVILLE	VA

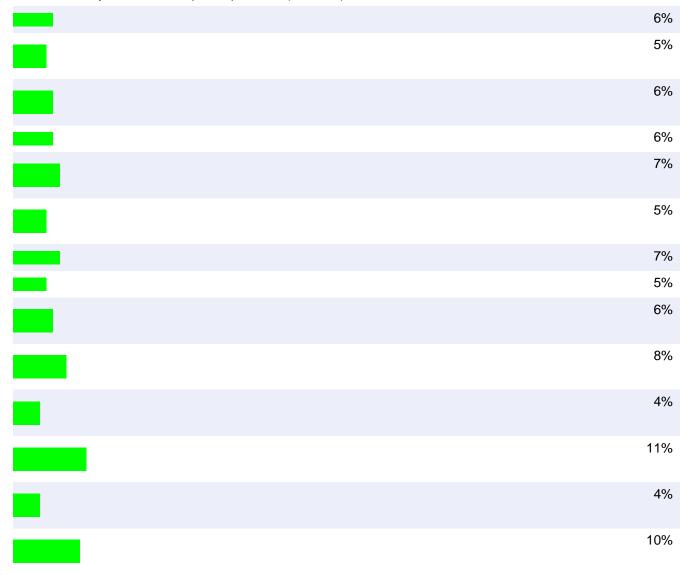
Page 72 of 210 05/31/2011



24153	SALEM
22205	ARLINGTON
23601	NEWPORT NEWS CITY
24210	WASHINGTON
23454	VIRGINIA BEACH CITY
23226	HENRICO
24641	TAZEWELL
22042	FAIRFAX
23188	JAMES CITY
23805	PETERSBURG CITY
23116	HANOVER
24541	DANVILLE CITY
22902	ALBEMARLE
24115	MARTINSVILLE CITY

Page 73 of 210 05/31/2011





Page 74 of 210 05/31/2011



j	•	,	,		
					17%
					21%
					25%
					18%
					22%
					19%
					17%
					22%
					24%
					19%
					16%
					19%
					16%
					19%

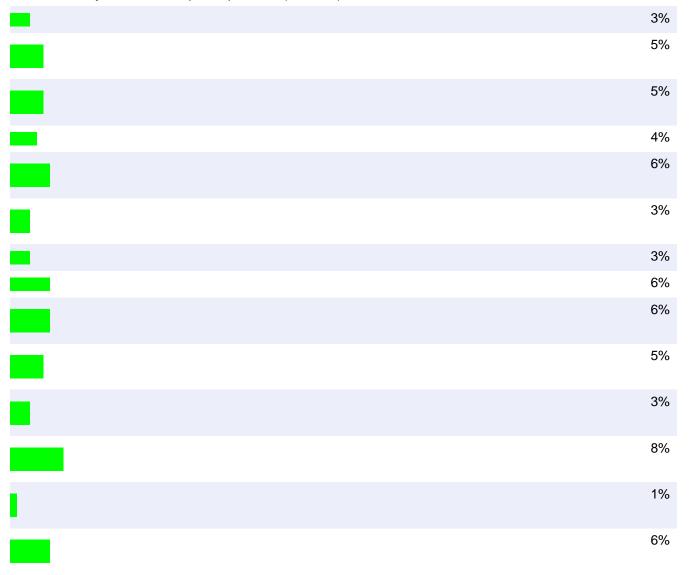
Page 75 of 210 05/31/2011





Page 76 of 210 05/31/2011





Page 77 of 210 05/31/2011



,	· ·	,	,	
				15%
				17%
				19%
				12%
				20%
				16%
				13%
				18%
				19%
				16%
				13%
				16%
				11%
				13%

Page 78 of 210 05/31/2011







Page 79 of 210 05/31/2011



-	•	,	,		
					12%
					12%
					16%
					11%
					14%
					10%
					11%
					10%
					15%
					18%
					8%
					20%
					8%
					16%

Page 80 of 210 05/31/2011



27%
27%
32%
23%
32%
28%
26%
31%
35%
29%
23%
28%
28%
22%

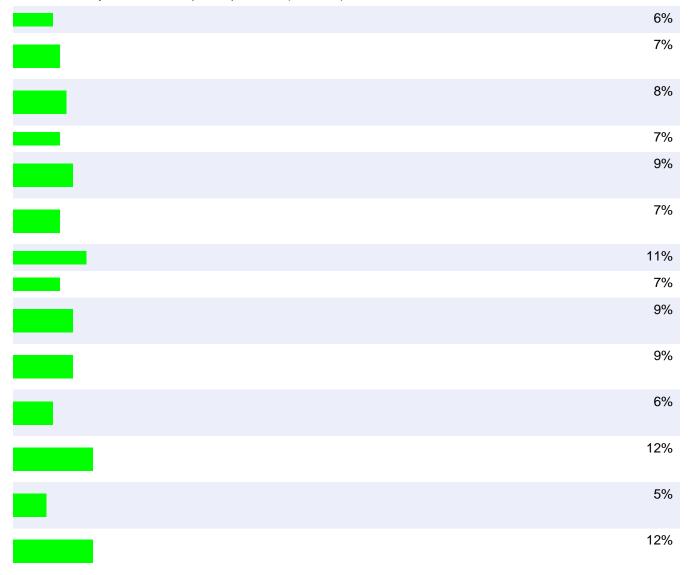
Page 81 of 210 05/31/2011





Page 82 of 210 05/31/2011





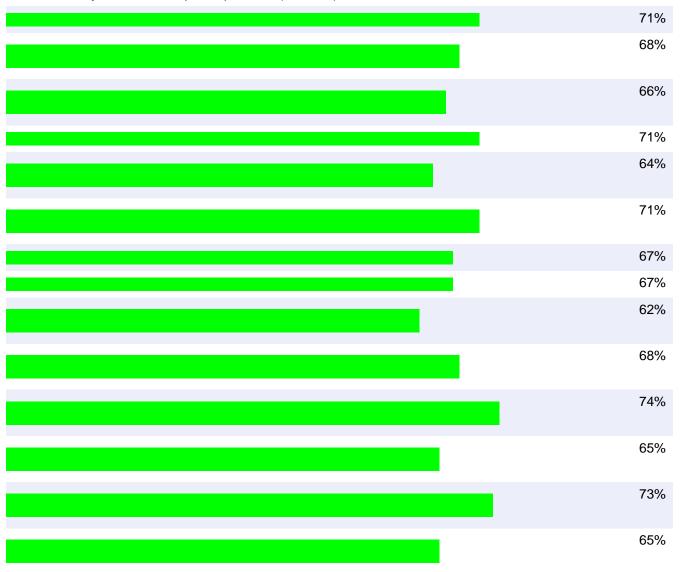
Page 83 of 210 05/31/2011



23%
25%
26%
22%
27%
22%
22%
26%
29%
23%
20%
23%
22%
23%

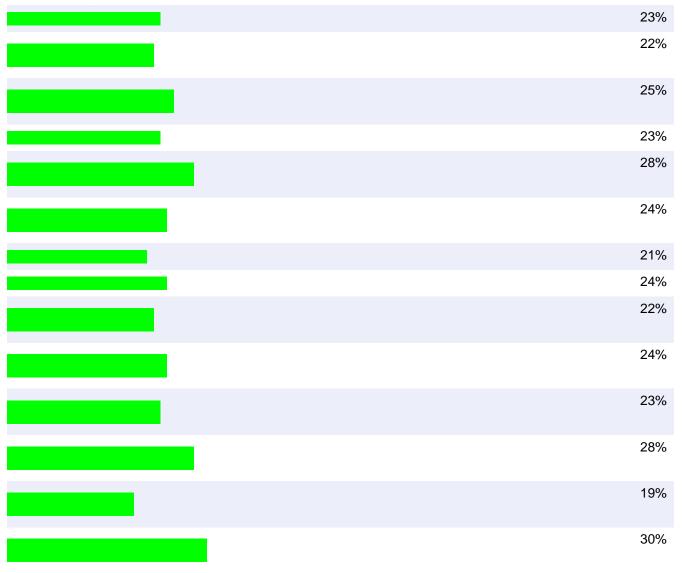
Page 84 of 210 05/31/2011





Page 85 of 210 05/31/2011





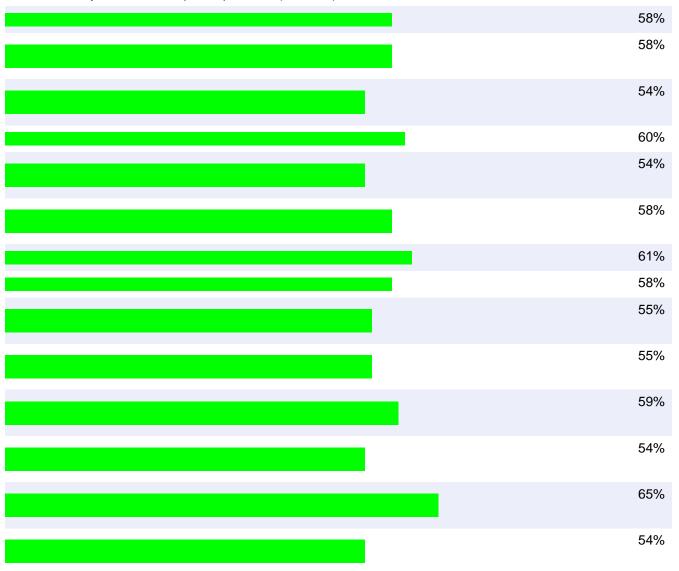
Page 86 of 210 05/31/2011



,	•	•	`	,		
						19%
						20%
						21%
						17%
						18%
						18%
						18%
						18%
						23%
						21%
						18%
						18%
						16%
						16%

Page 87 of 210 05/31/2011





Page 88 of 210 05/31/2011



11%
7%
13%
12%
14%
11%
10%
14%
11%
15%
13%
15%
12%
14%

Page 89 of 210 05/31/2011



	22%
	19%
	26%
	23%
	23%
	20%
	19%
	26%
	23%
	23%
	21%
	19%
	22%
	21%

Page 90 of 210 05/31/2011





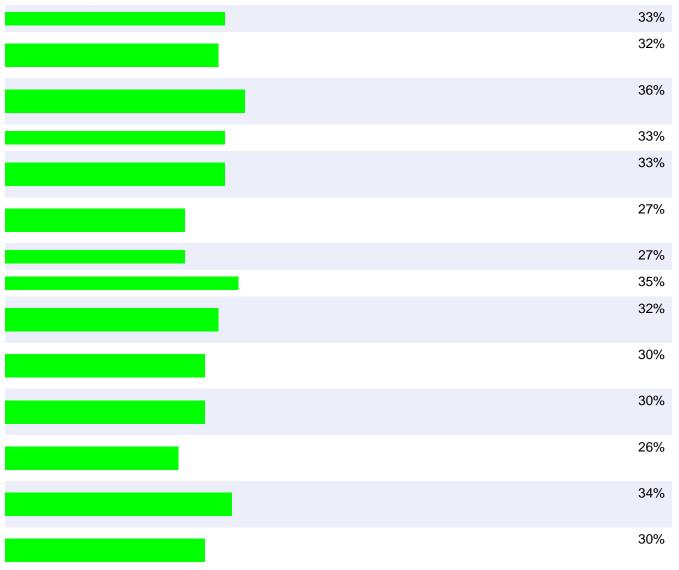
Page 91 of 210 05/31/2011



12%
10%
19%
15%
15%
9%
12%
16%
10%
14%
13%
10%
13%
17%

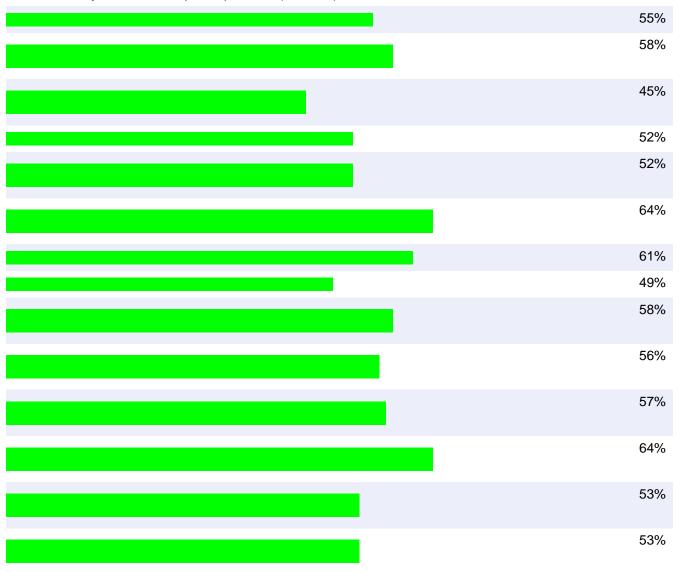
Page 92 of 210 05/31/2011





Page 93 of 210 05/31/2011

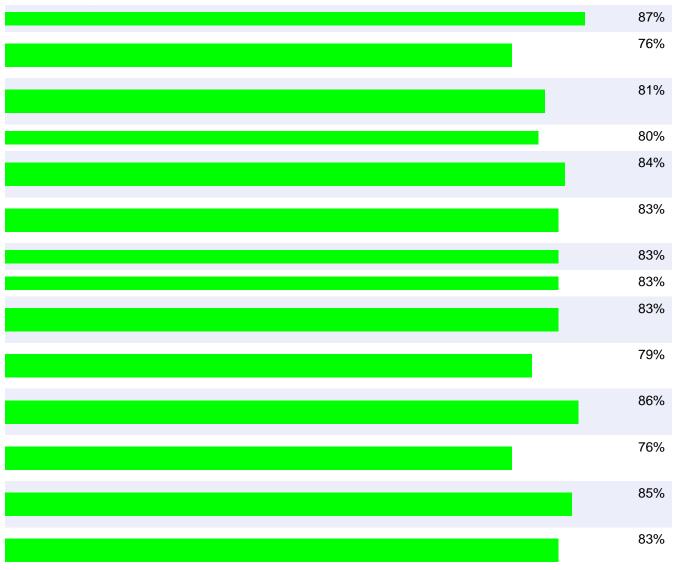




Page 94 of 210 05/31/2011







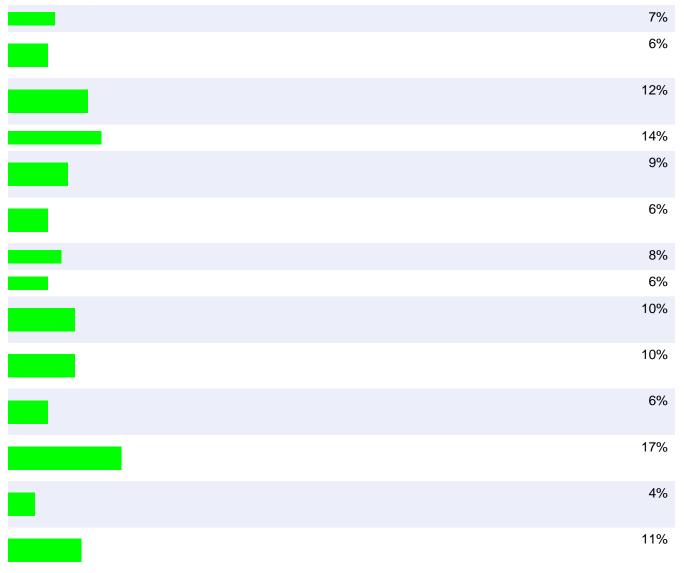
Page 95 of 210 05/31/2011



•		`	,		
					13%
					24%
					19%
					20%
					16%
					17%
					17%
					17%
					17%
					21%
					14%
					24%
					15%
					17%

Page 96 of 210 05/31/2011





Page 97 of 210 05/31/2011



•	`	,	
			21%
			20%
			28%
			23%
			25%
			22%
l			29%
			26%
			27%
			27%
			20%
			32%
			21%
			31%

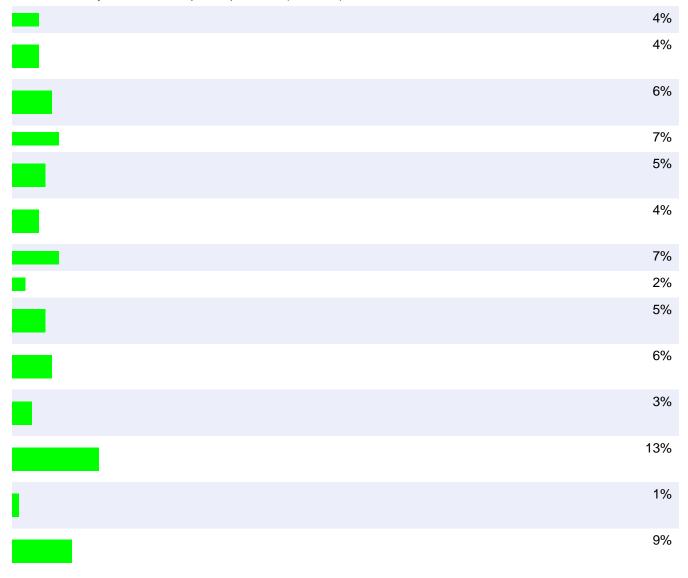
Page 98 of 210 05/31/2011





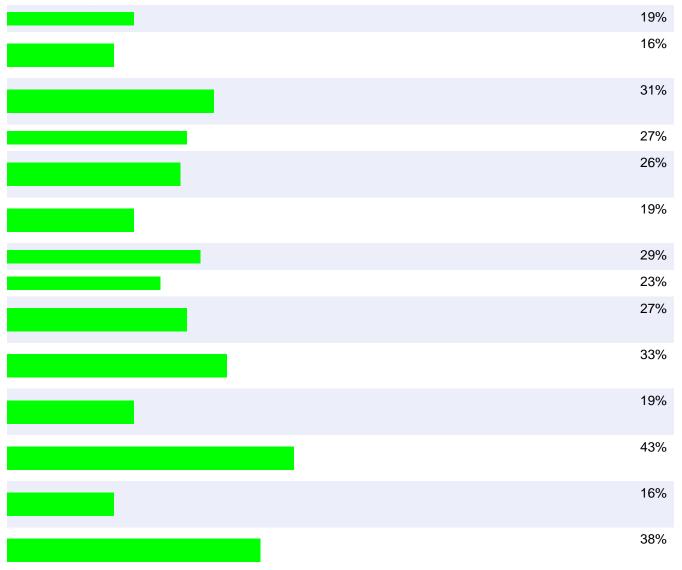
Page 99 of 210 05/31/2011





Page 100 of 210 05/31/2011





Page 101 of 210 05/31/2011







Page 102 of 210 05/31/2011



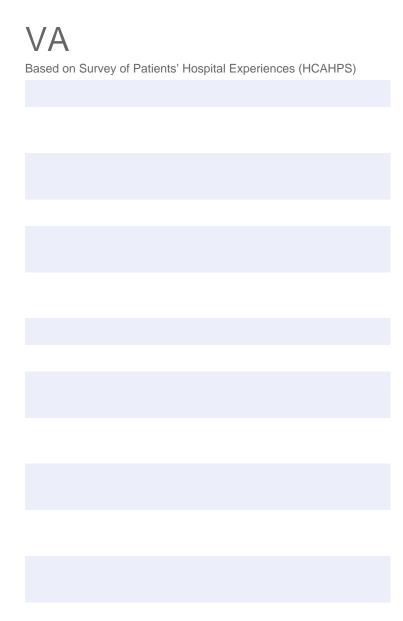
based on barvey of rational reophia Experiences (Fig. 11)
300 or more

Page 103 of 210 05/31/2011



39%
38%
30%
29%
33%
31%
29%
32%
35%
25%
28%
27%
43%
31%

Page 104 of 210 05/31/2011



Page 105 of 210 05/31/2011



490084	RIVERSIDE TAPPAHANNOCK HOSPITAL	618 HOSPITAL ROAD
490088	BEDFORD MEMORIAL HOSPITAL	1613 OAKWOOD STREET
490089	CARILION FRANKLIN MEMORIAL HOSPITAL	180 FLOYD AVENUE
490090	SOUTHSIDE COMMUNITY HOSPITAL, INC	800 OAK STREET
490092	SOUTHAMPTON MEMORIAL HOSPITAL	100 FAIRVIEW DRIVE
490093	SENTARA CAREPLEX HOSPITAL	3000 COLISEUM DRIVE
490094	BON SECOURS - RICHMOND COMMUNITY HOSPITAL	1500 N. 28TH STREET
490097	SOUTHERN VIRGINIA REGIONAL MEDICAL CENTER	727 NORTH MAIN STREET
490098	COMMUNITY MEMORIAL HEALTHCENTER, INC	125 BUENA VISTA CIRCLE
490101	INOVA FAIR OAKS HOSPITAL	3600 JOSEPH SIEWICK DRIVE
490105	SOUTHWESTERN VIRGINIA MENTAL HEALTH INSTITUTE	340 BAGLEY CIRCLE
490106	WESTERN STATE HOSPITAL	1301 RICHMOND AVENUE
490107	RESTON HOSPITAL CENTER	1850 TOWN CENTER PARKWAY

Page 106 of 210 05/31/2011



based on Survey of Fatterits Trospital Experiences (FIGALIFS)		
	TAPPAHANNOCK	VA
	BEDFORD	VA
	ROCKY MOUNT	VA
	FARMVILLE	VA
	FRANKLIN	VA
	HAMPTON	VA
	RICHMOND	VA
	EMPORIA	VA
	SOUTH HILL	VA
	FAIRFAX	VA
	MARION	VA
	STAUNTON	VA
	RESTON	VA

Page 107 of 210 05/31/2011



22560	ESSEX
24523	Bedford City
24151	FRANKLIN
23901	PRINCE EDWARD
23851	FRANKLIN CITY
23666	HAMPTON CITY
23223	RICHMOND CITY
23847	Emporia City
23970	MECKLENBURG
22033	FAIRFAX
24354	SMYTH
24402	STAUNTON CITY
20190	FAIRFAX

Page 108 of 210 05/31/2011



	4%
	3%
	3%
	5%
	6%
	8%
	9%
	10%
	8%
	6%
N/A	
N/A	
	6%

Page 109 of 210 05/31/2011

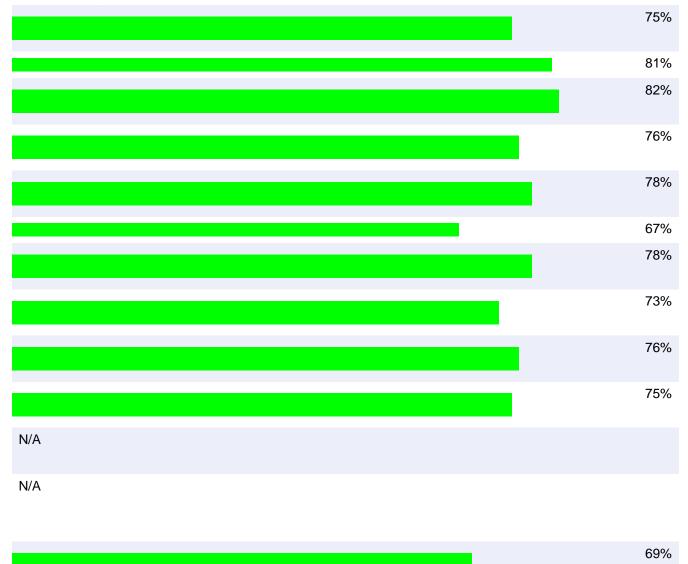


	21%
	16%
	15%
	19%
	16%
	25%
	13%
	17%
	16%
	19%
N/A	
N/A	
	25%

Page 110 of 210 05/31/2011

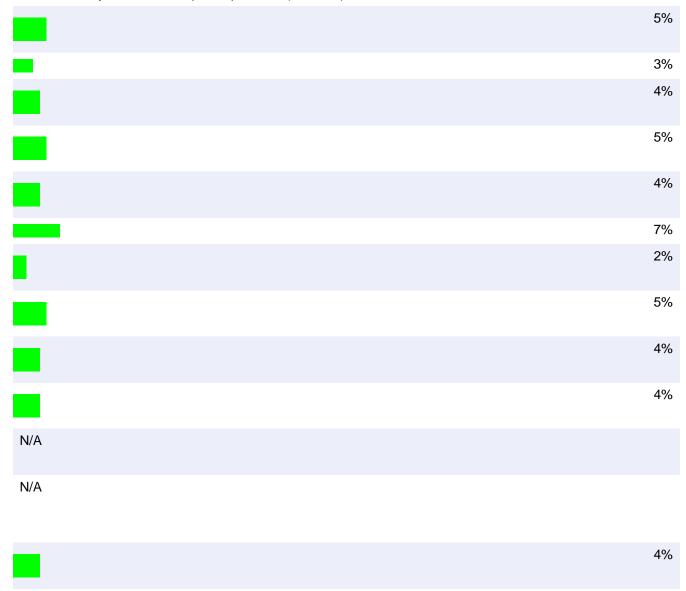






Page 111 of 210 05/31/2011





Page 112 of 210 05/31/2011



	17%
	11%
	13%
	16%
	14%
	18%
	10%
	10%
	14%
	18%
N/A	
N/A	
	17%

Page 113 of 210 05/31/2011







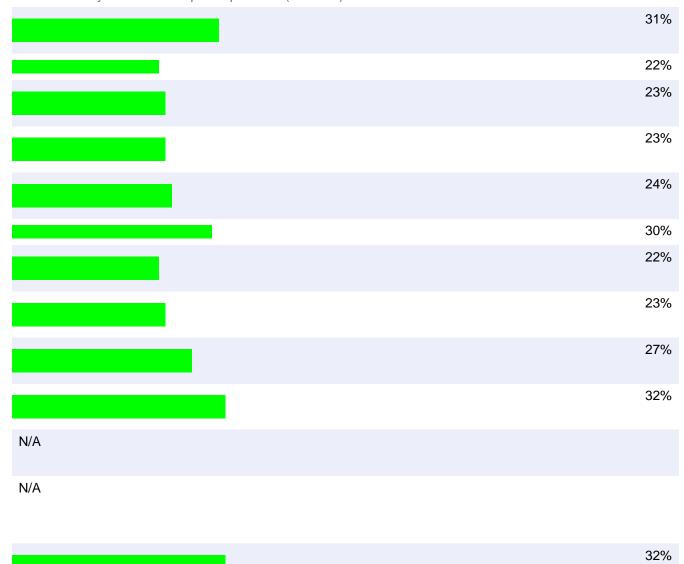
Page 114 of 210 05/31/2011



	10%
	6%
	6%
	13%
	13%
	16%
	16%
	18%
	13%
	11%
N/A	
N/A	
	16%

Page 115 of 210 05/31/2011

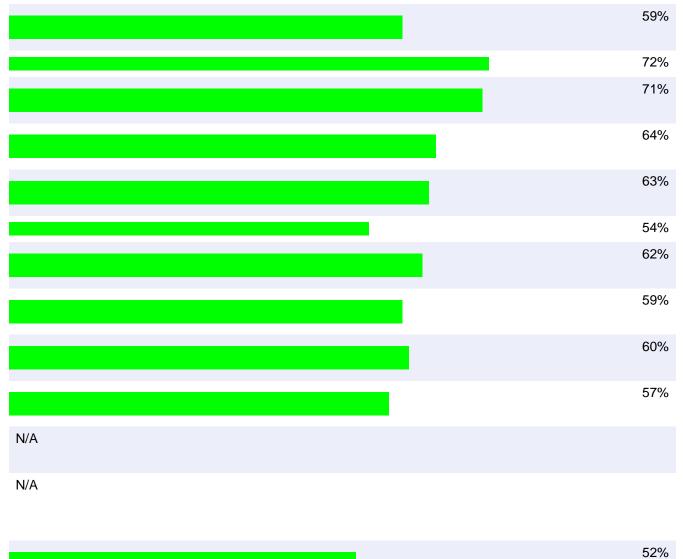




Page 116 of 210 05/31/2011







Page 117 of 210 05/31/2011



	7%
	6%
	6%
	9%
	10%
	10%
	10%
	13%
	10%
	9%
N/A	
N/A	
	9%

Page 118 of 210 05/31/2011

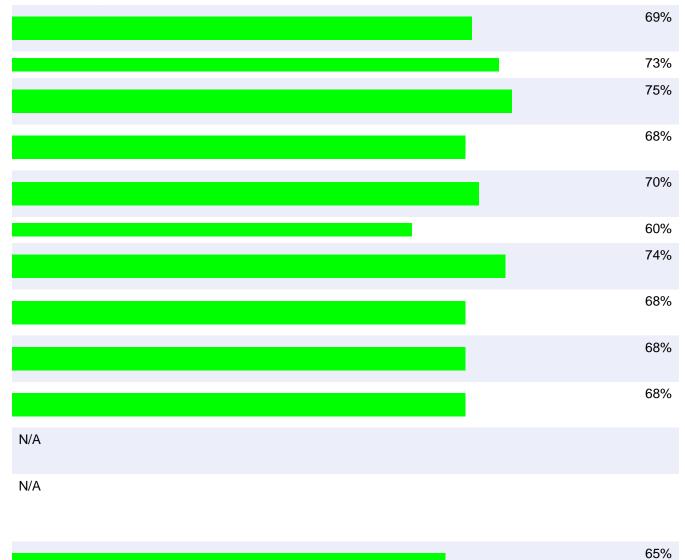


	24%
	21%
	19%
	23%
	20%
	30%
	16%
	19%
	22%
	23%
N/A	
N/A	
	26%

Page 119 of 210 05/31/2011







Page 120 of 210 05/31/2011



	21%
	21%
	18%
	19%
	23%
	28%
	19%
	22%
	20%
	22%
N/A	
N/A	
	22%

Page 121 of 210 05/31/2011

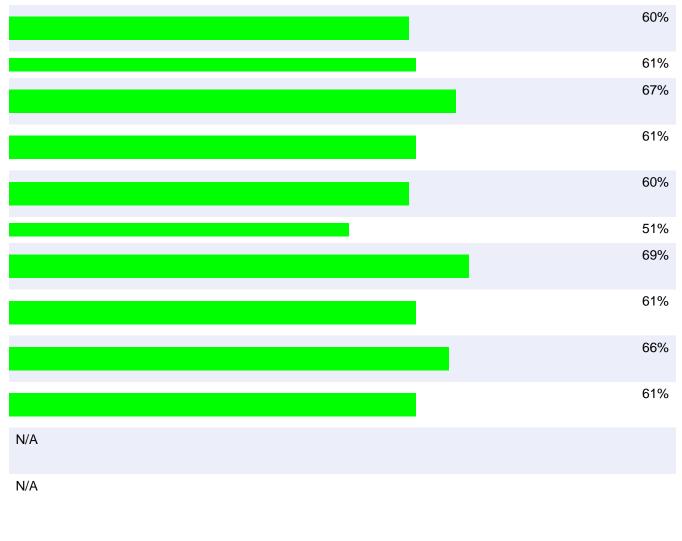


	19%
	18%
	15%
	20%
	17%
	21%
	12%
	17%
	14%
	17%
N/A	
N/A	
	21%

Page 122 of 210 05/31/2011







Page 123 of 210 05/31/2011

57%



	12%
	9%
	6%
	9%
	9%
	13%
	13%
	19%
	15%
	9%
N/A	
N/A	
	12%

Page 124 of 210 05/31/2011

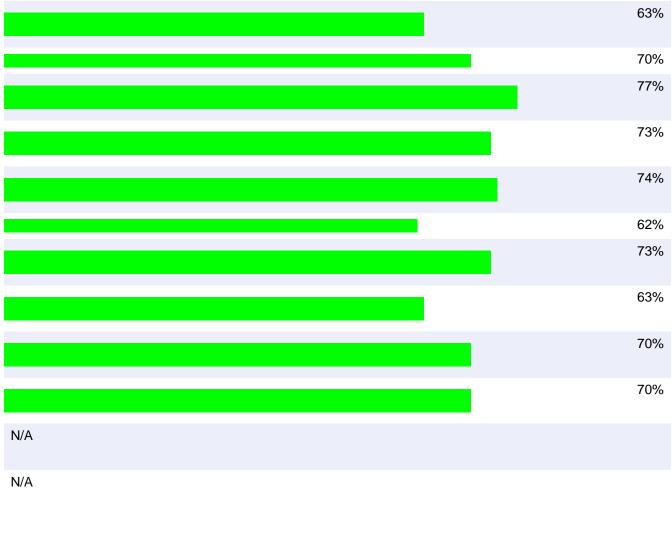


	25%
	21%
	17%
	18%
	17%
	25%
	14%
	18%
	15%
	21%
N/A	
N/A	
	24%

Page 125 of 210 05/31/2011







64%

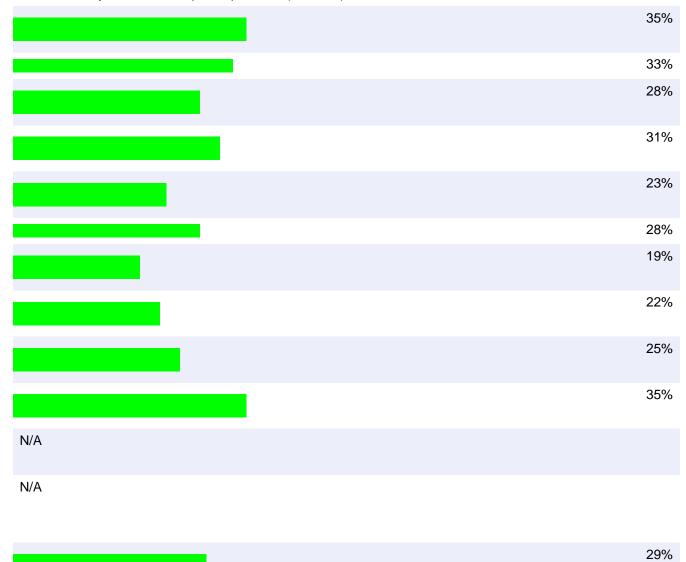
Page 126 of 210 05/31/2011



	15%
	9%
	13%
	11%
	12%
	12%
	4%
	12%
	15%
	15%
N/A	
N/A	
	9%

Page 127 of 210 05/31/2011





Page 128 of 210 05/31/2011







Page 129 of 210 05/31/2011

62%







Page 130 of 210 05/31/2011



	21%
	21%
	17%
	20%
	16%
	22%
	14%
	18%
	17%
	18%
N/A	
N/A	
	19%

Page 131 of 210 05/31/2011



	12%
	6%
	6%
	14%
	8%
	12%
	11%
	10%
	10%
	6%
N/A	
N/A	
	10%

Page 132 of 210 05/31/2011

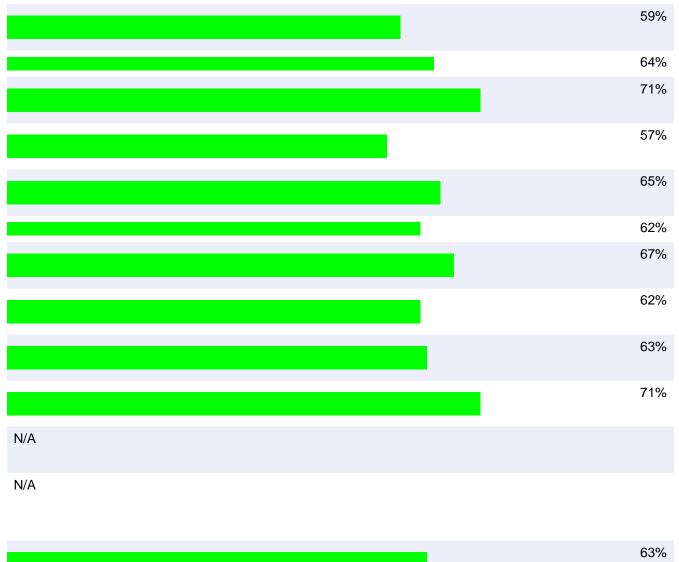


	29%
	30%
	23%
	29%
	27%
	26%
	22%
	28%
	27%
	23%
N/A	
N/A	
	27%

Page 133 of 210 05/31/2011







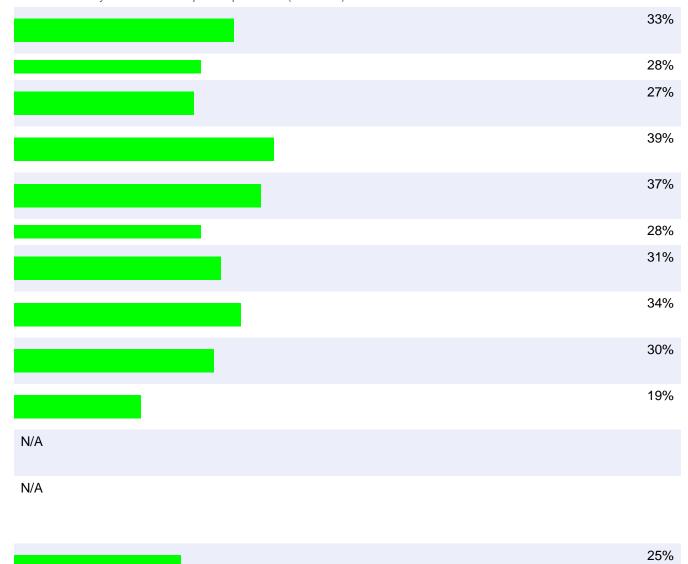
Page 134 of 210 05/31/2011



	6%
	4%
	3%
	7%
	6%
	8%
	9%
	8%
	7%
	3%
N/A	
N/A	
	6%

Page 135 of 210 05/31/2011





Page 136 of 210 05/31/2011







Page 137 of 210 05/31/2011



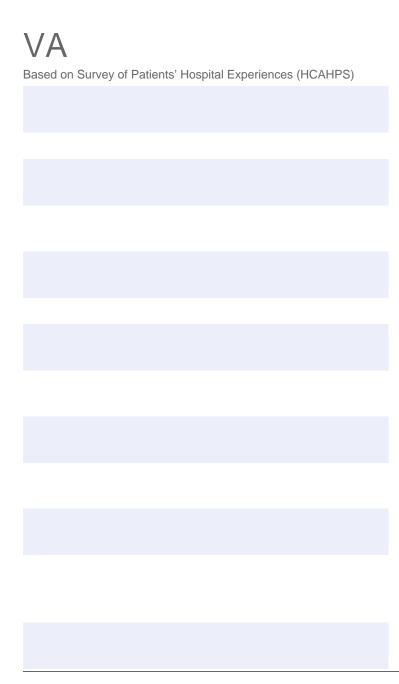
300 or more
300 or more
Between 100 and 299
300 or more
300 or more
300 or more
N/A
N/A
300 or more

Page 138 of 210 05/31/2011



	32%
	33%
	37%
	26% There were discrepancies in the data collection process
	26%
	27%
	25%
	23%
	30%
	38%
N/A	Survey results are not available for this reporting period
N/A	No or very few patients were eligible for the HCAHPS survey. The scores shown, if any, reflect a very small number of surveys
	33%

Page 139 of 210 05/31/2011



Page 140 of 210 05/31/2011



490109	EASTERN STATE HOSPITAL	4601 IRONBOUND ROAD
490110	MONTGOMERY REGIONAL HOSPITAL	3700 SOUTH MAIN STREET
490111	WYTHE COUNTY COMMUNITY HOSPITAL	600 WEST RIDGE ROAD
490112	CJW MEDICAL CENTER	1401 JOHNSTON WILLIS DRIVE
490113	POTOMAC HOSPITAL	2300 OPITZ BOULEVARD
490114	WELLMONT LONESOME PINE HOSPITAL	1990 HOLTON AVENUE EAST
490115	TWIN COUNTY REGIONAL HOSPITAL	200 HOSPITAL DRIVE
490116	PULASKI COMMUNITY HOSPITAL	2400 LEE HIGHWAY
490117	CARILION TAZEWELL COMMUNITY HOSPITAL	141 BEN BOLT AVENUE
490118	HENRICO DOCTORS' HOSPITAL	1602 SKIPWITH ROAD
490119	SENTARA BAYSIDE HOSPITAL	800 INDEPENDENCE BLVD
490120	CHESAPEAKE GENERAL HOSPITAL	736 BATTLEFIELD BLVD NORTH
490122	INOVA MOUNT VERNON HOSPITAL	2501 PARKERS LANE
490123	RAPPAHANNOCK GENERAL HOSPITAL	101 HARRIS ROAD
490126	ALLEGHANY REGIONAL HOSPITAL	ONE ARH LANE

Page 141 of 210 05/31/2011



Based on Survey of Patients' Hospital Experiences (HCAHPS)		
	WILLIAMSBURG	VA
	BLACKSBURG	VA
	WYTHEVILLE	VA
	RICHMOND	VA
	WOODBRIDGE	VA
	BIG STONE GAP	VA
	GALAX	VA
	PULASKI	VA
	TAZEWELL	VA
	RICHMOND	VA
	VIRGINIA BEACH	VA
	CHESAPEAKE	VA
	ALEXANDRIA	VA
	KILMARNOCK	VA
	LOW MOOR	VA

Page 142 of 210 05/31/2011



23188

24457

Based on Survey of Patients' Hospital Experiences (HCAHPS)

JAMES CITY

ALLEGHANY

24060	MONTGOMERY
24382	WYTHE
23235	CHESTERFIELD
22191	PRINCE WILLIAM
24219	WISE
24333	GALAX CITY
24301	PULASKI
24651	TAZEWELL

24651	TAZEWELL
23229	HENRICO
23455	VIRGINIA BEACH CITY
23320	CHESAPEAKE CITY
22306	FAIRFAX
22482	LANCASTER

Page 143 of 210 05/31/2011



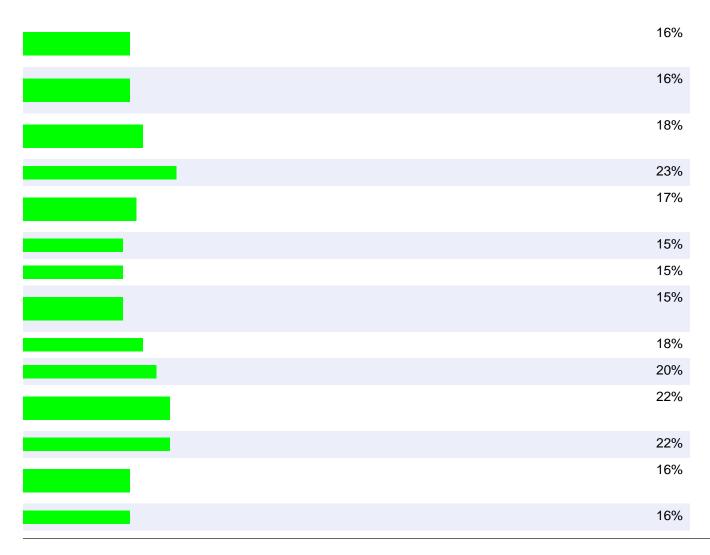
N/A

4%
3%
8%
7%
8%
6%
4%
6%
6%
6%
9%
7%
3%
6%

Page 144 of 210 05/31/2011



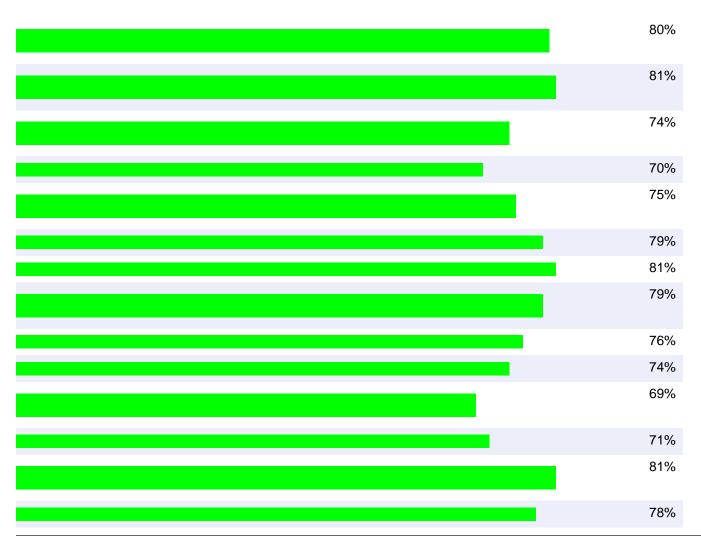
N/A



Page 145 of 210 05/31/2011



N/A



Page 146 of 210 05/31/2011



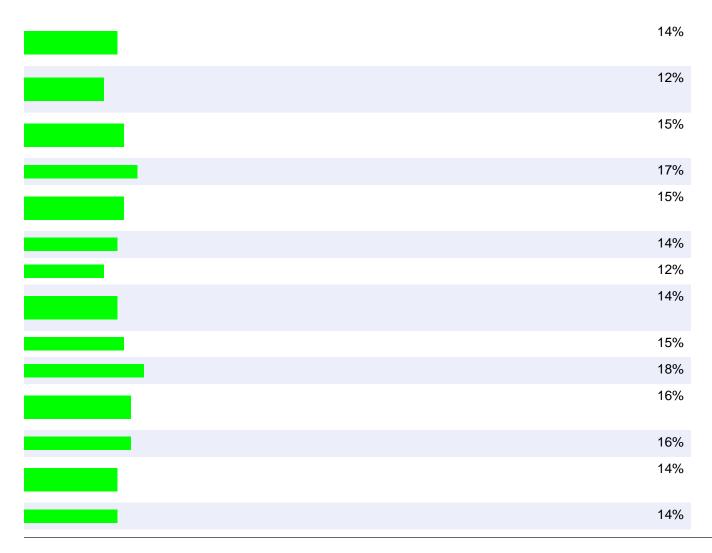
N/A

2%
3%
5%
7%
10%
4%
2%
5%
3%
7%
7%
3%
4%
4%

Page 147 of 210 05/31/2011



N/A



Page 148 of 210 05/31/2011



N/A



Page 149 of 210 05/31/2011



N/A

9%
7%
14%
18%
20%
7%
9%
9%
11%
15%
17%
14%
5%
11%

Page 150 of 210 05/31/2011



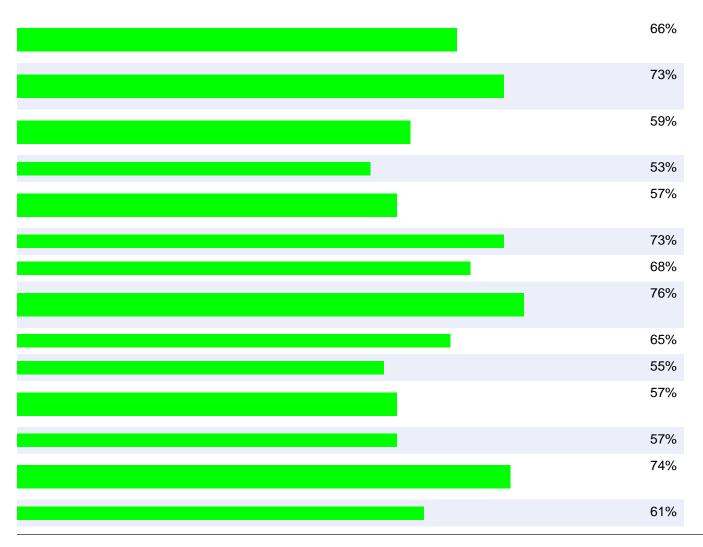
N/A



Page 151 of 210 05/31/2011



N/A



Page 152 of 210 05/31/2011



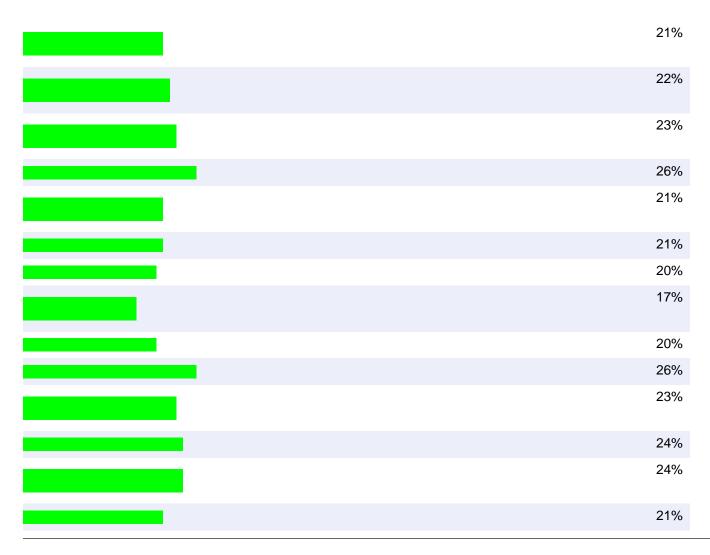
N/A

5%
7%
8%
9%
13%
6%
6%
12%
7%
5%
10%
8%
6%
7%

Page 153 of 210 05/31/2011



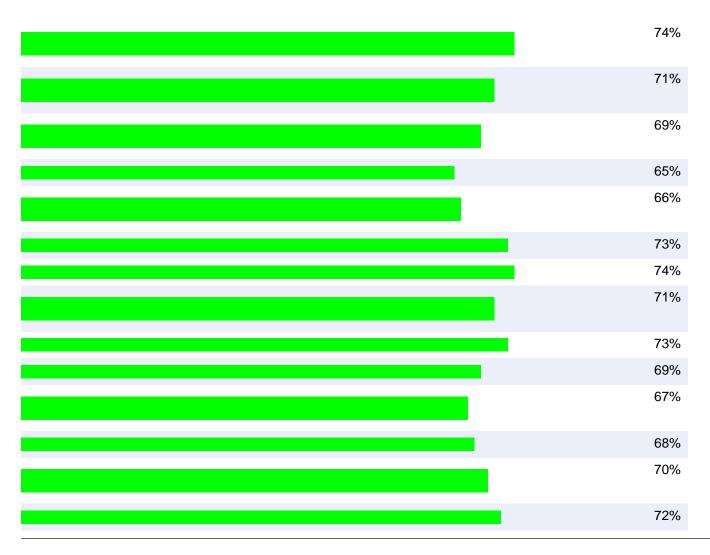
N/A



Page 154 of 210 05/31/2011



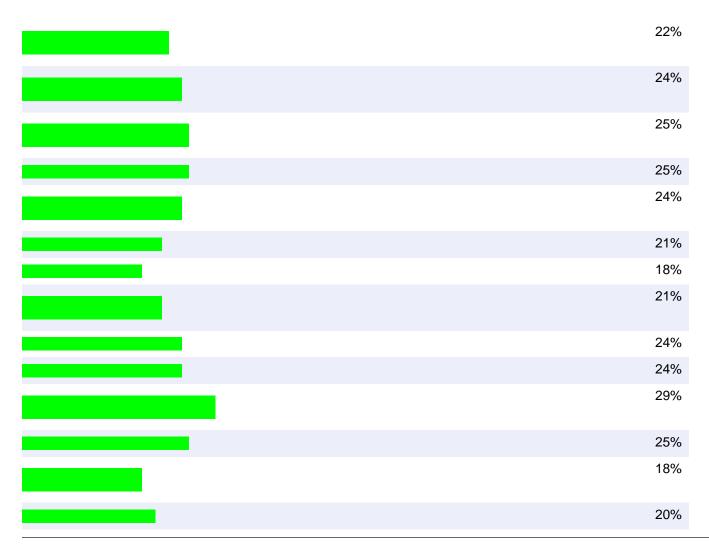
N/A



Page 155 of 210 05/31/2011



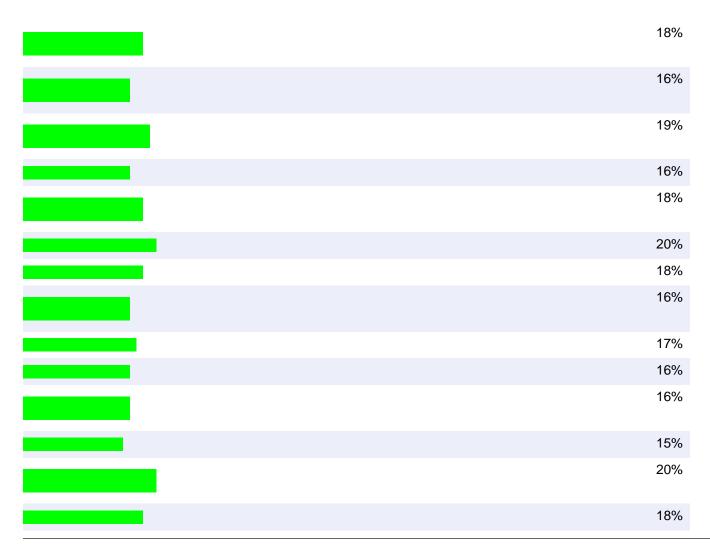
N/A



Page 156 of 210 05/31/2011



N/A



Page 157 of 210 05/31/2011



N/A



Page 158 of 210 05/31/2011



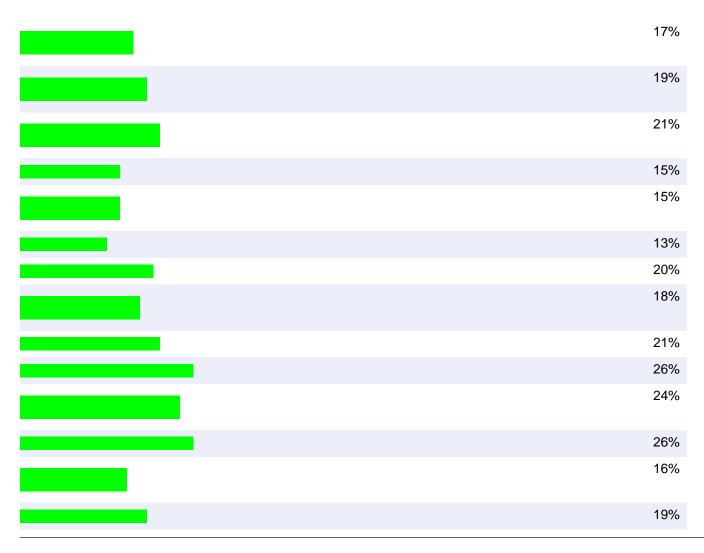
N/A

7%
11%
13%
9%
10%
5%
11%
10%
13%
10%
20%
12%
5%
14%

Page 159 of 210 05/31/2011



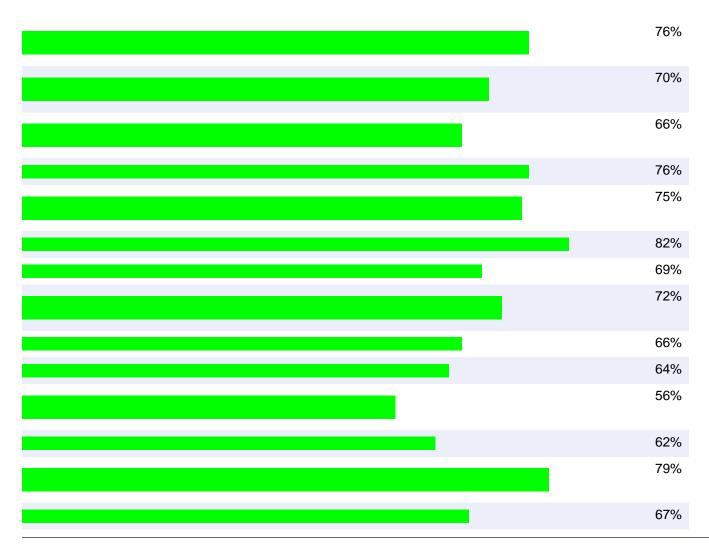
N/A



Page 160 of 210 05/31/2011



N/A



Page 161 of 210 05/31/2011



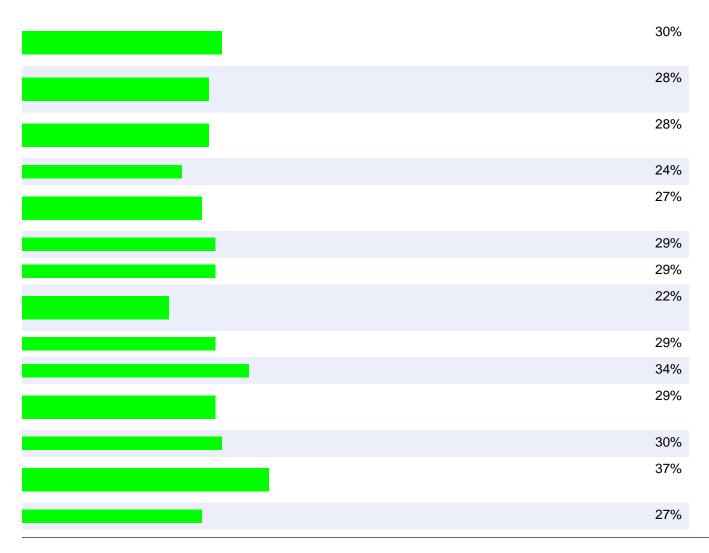
N/A

7%
12%
14%
9%
14%
12%
10%
9%
10%
12%
16%
14%
14%
13%

Page 162 of 210 05/31/2011



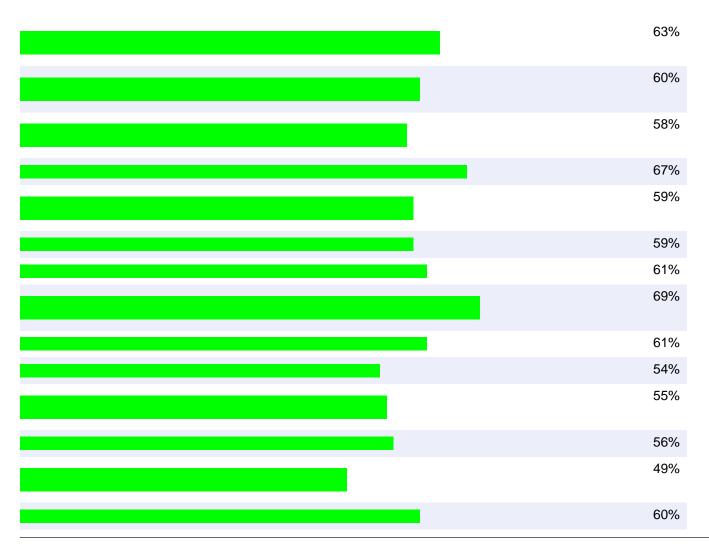
N/A



Page 163 of 210 05/31/2011



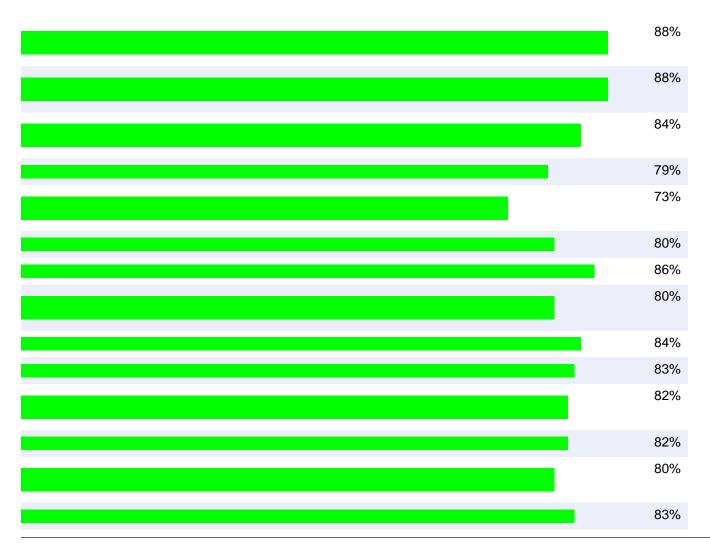
N/A



Page 164 of 210 05/31/2011



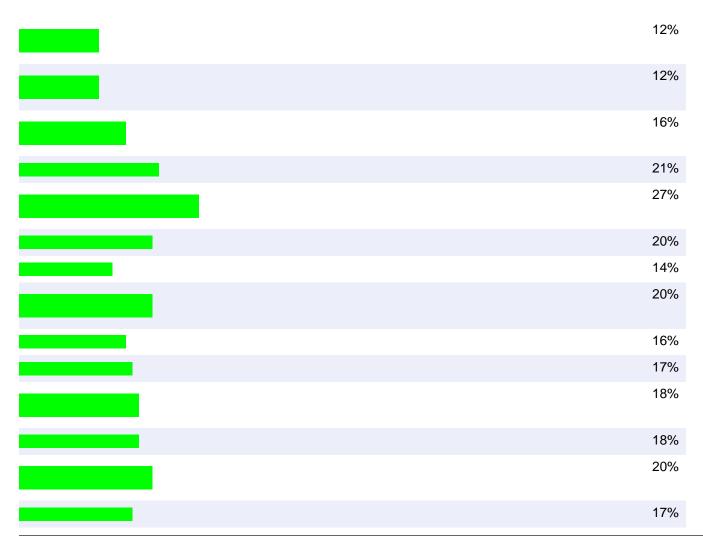
N/A



Page 165 of 210 05/31/2011



N/A



Page 166 of 210 05/31/2011



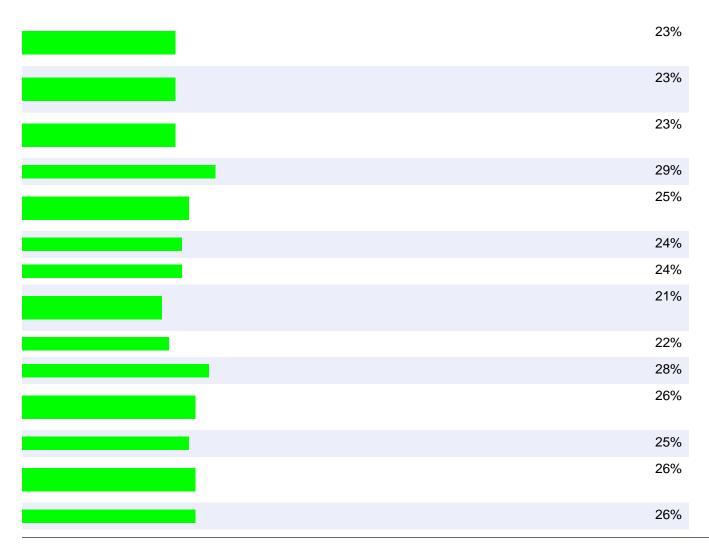
N/A

6%
9%
10%
12%
17%
9%
6%
12%
7%
11%
11%
9%
6%
10%

Page 167 of 210 05/31/2011



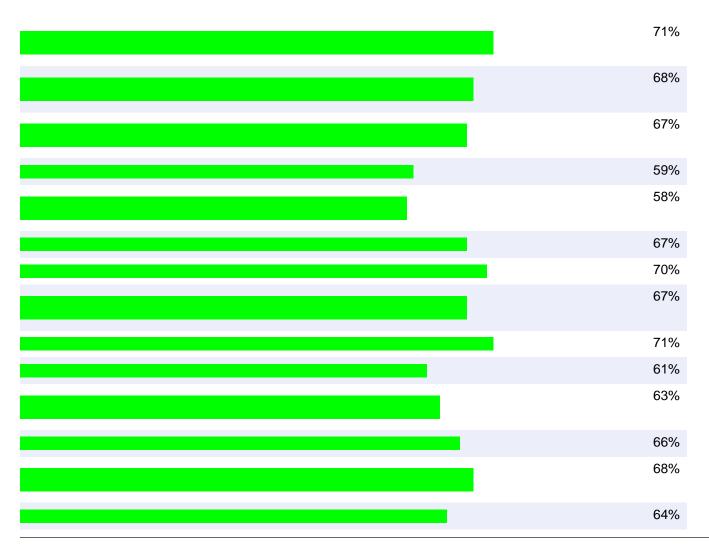
N/A



Page 168 of 210 05/31/2011



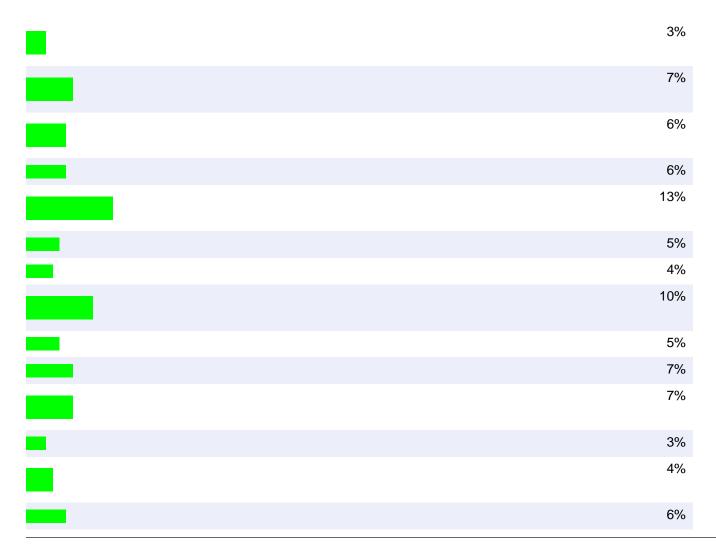
N/A



Page 169 of 210 05/31/2011



N/A



Page 170 of 210 05/31/2011



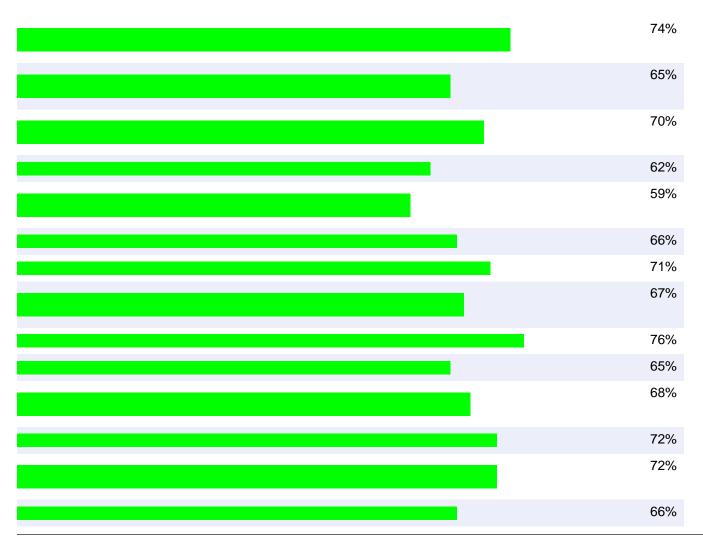
N/A



Page 171 of 210 05/31/2011



N/A



Page 172 of 210 05/31/2011



N/A

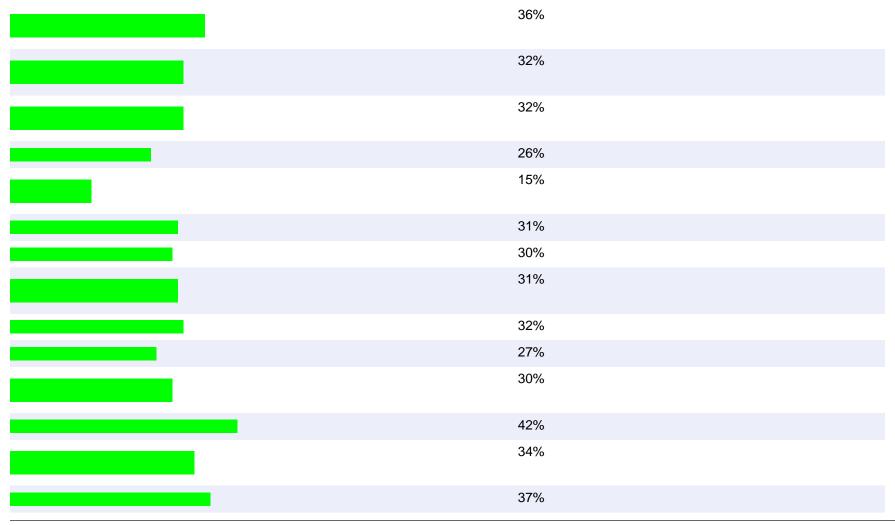
300 or more
300 or more
Between 100 and 299
300 or more

Page 173 of 210 05/31/2011



N/A

No or very few patients were eligible for the HCAHPS survey. The scores shown, if any, reflect a very small number of surveys



Page 174 of 210 05/31/2011



Page 175 of 210 05/31/2011



490127 490130	BUCHANAN GENERAL HOSPITAL RIVERSIDE WALTER REED HOSPITAL	1535 SLATE CREEK ROAD 7519 HOSPITAL ROAD
490134	PIEDMONT GERIATRIC HOSPITAL	HIGHWAY 360 AND 460
490136	BON SECOURS - ST FRANCIS MEDICAL CENTER	13700 STFRANCIS BLVD SUITE 100
490140	STAFFORD HOSPITAL CENTER	101 HOSPITAL CENTER BOULEVARD, SUITE 307
490141	SPOTSYLVANIA REGIONAL MEDICAL CENTER	4600 SPOTSYLVANIA PARKWAY
491300	BATH COUNTY COMMUNITY HOSPITAL	106 PARK DRIVE- PO DRAWER Z
491302	CARILION GILES MEMORIAL HOSPITAL	159 HARTLEY WAY
491303	DICKENSON COMMUNITY HOSPITAL	312 HOSPITAL DRIVE
491304	CARILION STONEWALL JACKSON HOSPITAL	1 HEALTH CIRCLE
491305	SHENANDOAH MEMORIAL HOSPITAL	759 SOUTH MAIN STREET
491306	PIONEER HEALTH SERVICES OF PATRICK COUNTY,INC	18688 JEB STUART HIGHWAY
491307	PAGE MEMORIAL HOSPITAL, INC	200 MEMORIAL DRIVE

Page 176 of 210 05/31/2011



GRUNDY	VA
GLOUCESTER	VA
BURKEVILLE	VA
MIDLOTHIAN	VA
STAFFORD	VA
FREDERICKSBUR G	VA
HOT SPRINGS	VA
PEARISBURG	VA
CLINTWOOD	VA
LEXINGTON	VA
WOODSTOCK	VA
STUART	VA
LURAY	VA
	BURKEVILLE MIDLOTHIAN STAFFORD FREDERICKSBUR G HOT SPRINGS PEARISBURG CLINTWOOD LEXINGTON WOODSTOCK STUART

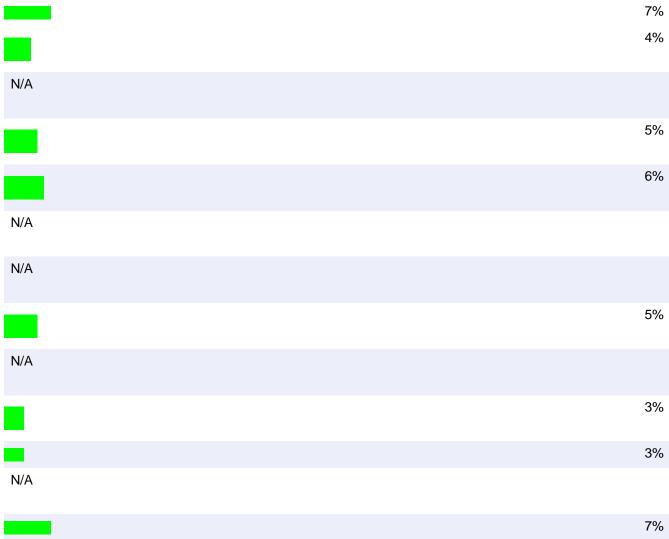
Page 177 of 210 05/31/2011



24614	BUCHANAN
23061	GLOUCESTER
23922	NOTTOWAY
23114	CHESTERFIELD
22554	STAFFORD
22408	SPOTSYLVANIA
24445	BATH
24134	GILES
24228	DICKENSON
24450	LEXINGTON CITY
22664	SHENANDOAH
24171	PATRICK
22835	PAGE

Page 178 of 210 05/31/2011





Page 179 of 210 05/31/2011



	15%
	22%
N/A	
	19%
	21%
N/A	
N/A	
	12%
N/A	
	16%
N/A	18%
N/A	
	21%

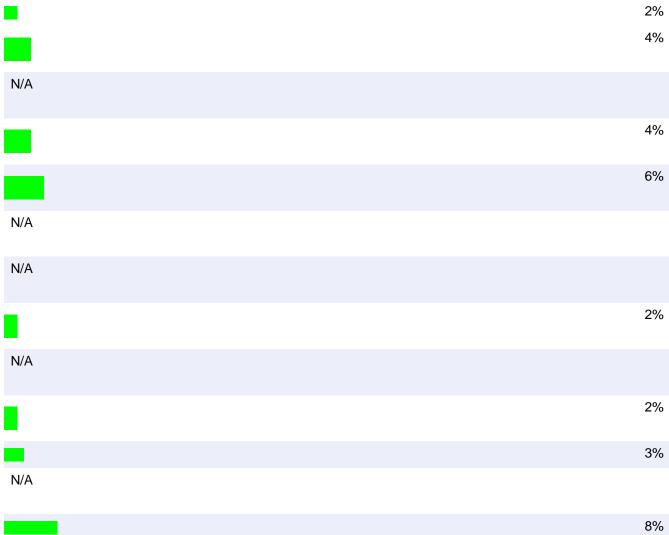
Page 180 of 210 05/31/2011





Page 181 of 210 05/31/2011





Page 182 of 210 05/31/2011



	12%
	15%
N/A	
	19%
	19%
N/A	
N/A	
	12%
N/A	
	12%
	17%
N/A	
	18%

Page 183 of 210 05/31/2011





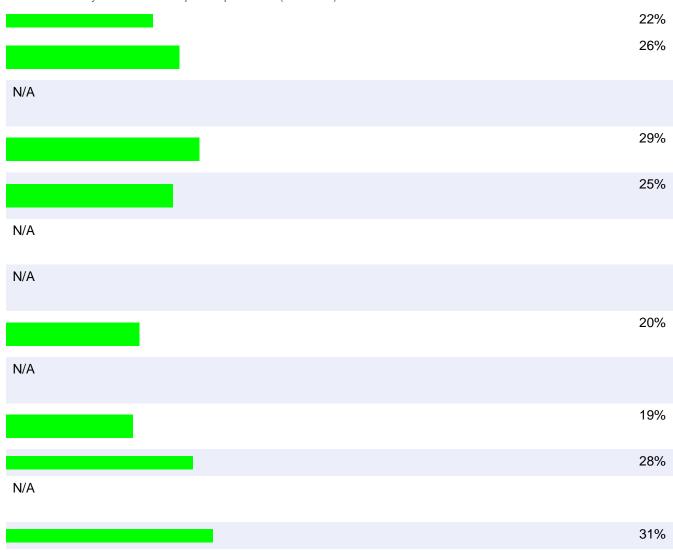
Page 184 of 210 05/31/2011



	11%
	9%
N/A	
	13%
	13%
N/A	
N/A	
	6%
N/A	
	6%
	5%
N/A	
	13%

Page 185 of 210 05/31/2011





Page 186 of 210 05/31/2011







Page 187 of 210 05/31/2011





Page 188 of 210 05/31/2011



	20%
	27%
N/A	
	24%
	27%
N/A	
N/A	
	18%
N/A	
	21%
N/A	25%
N/A	
	27%

Page 189 of 210 05/31/2011

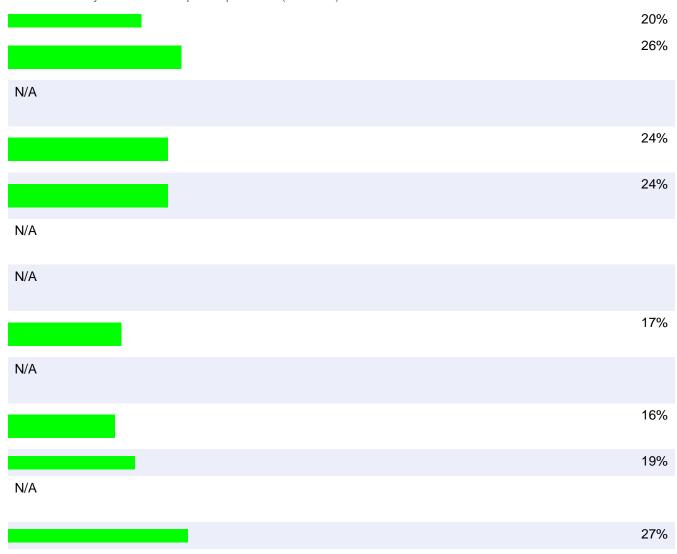






Page 190 of 210 05/31/2011





Page 191 of 210 05/31/2011



	17%
	20%
N/A	
	17%
	19%
N/A	
N/A	
	19%
N/A	
	16%
N/A	21%
N/A	
	29%

Page 192 of 210 05/31/2011





Page 193 of 210 05/31/2011



	10%
	7%
N/A	
	10%
	10%
N/A	
N/A	
	7%
N/A	
	9%
	5%
N/A	
	7%

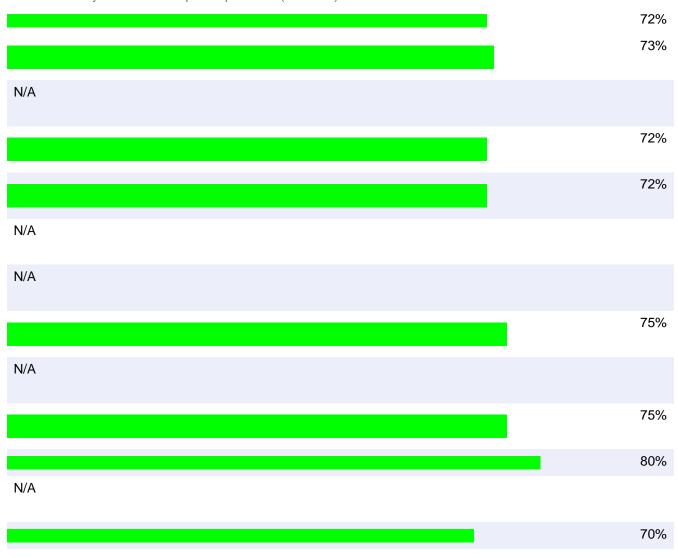
Page 194 of 210 05/31/2011



	18%
	20%
N/A	
	18%
	18%
N/A	
N/A	
	18%
N/A	
	16%
	15%
N/A	
	23%

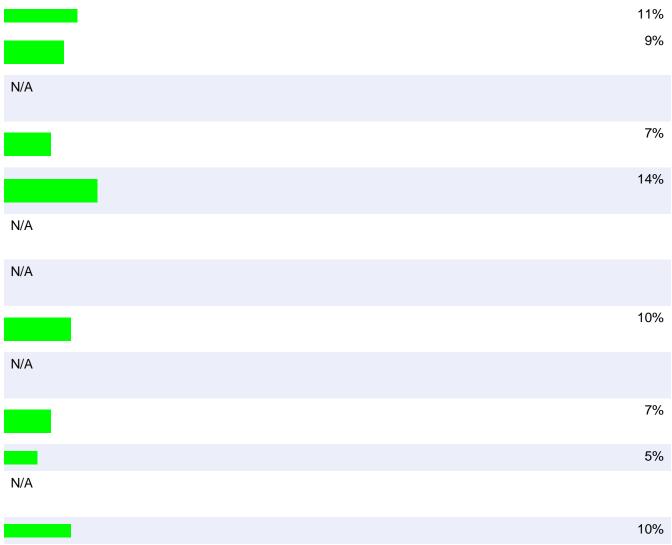
Page 195 of 210 05/31/2011





Page 196 of 210 05/31/2011





Page 197 of 210 05/31/2011



	28% 37%
N/A	
	27%
	32%
N/A	
N/A	
	28%
N/A	
	32%
N/A	34%
	36%

Page 198 of 210 05/31/2011







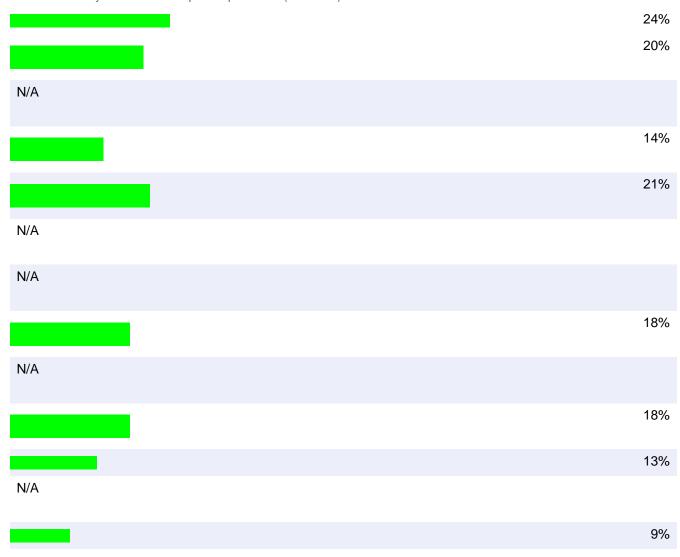
Page 199 of 210 05/31/2011





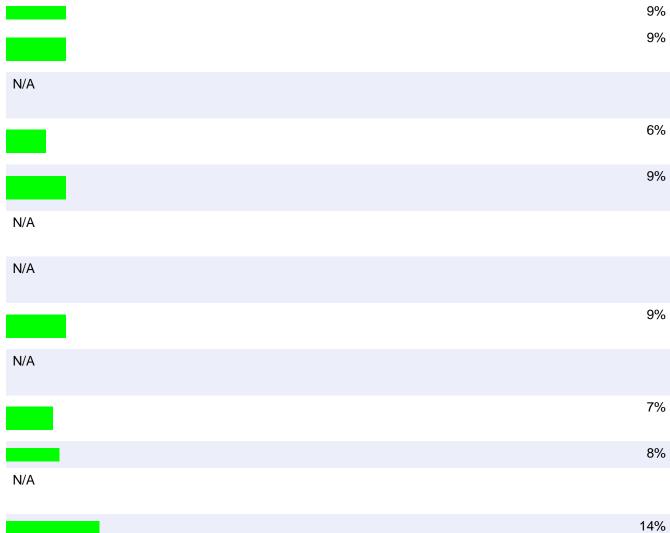
Page 200 of 210 05/31/2011





Page 201 of 210 05/31/2011





Page 202 of 210 05/31/2011



	27%
	32%
N/A	
	19%
	20%
N/A	
N/A	
	19%
N/A	
	28%
NI/A	24%
N/A	
	28%

Page 203 of 210 05/31/2011

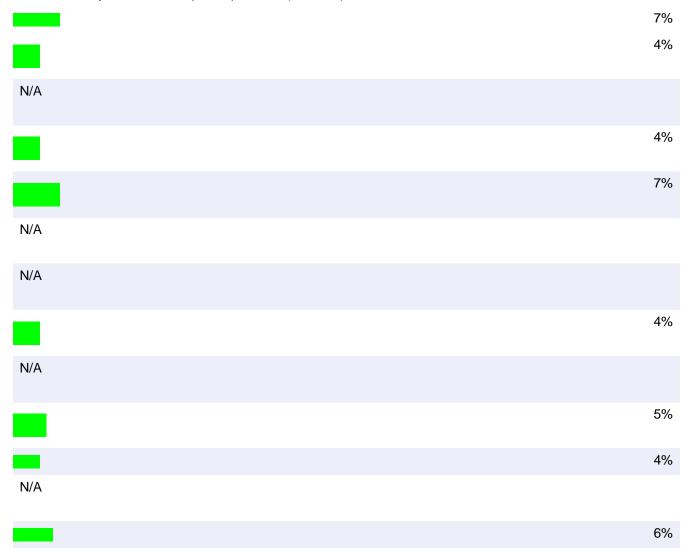






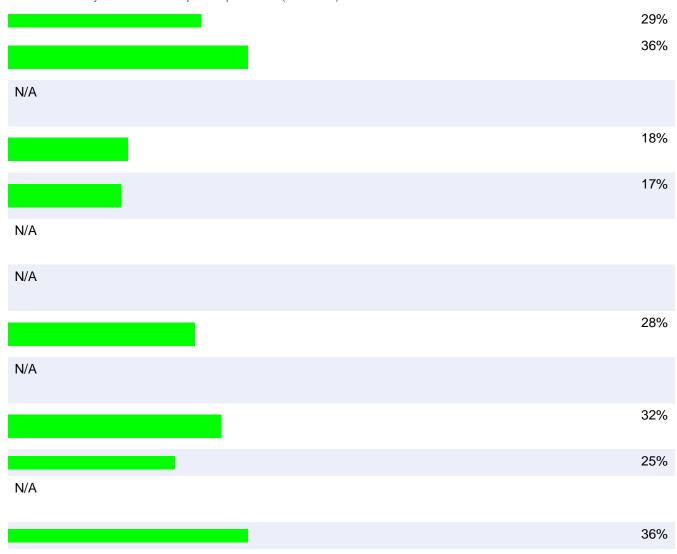
Page 204 of 210 05/31/2011





Page 205 of 210 05/31/2011

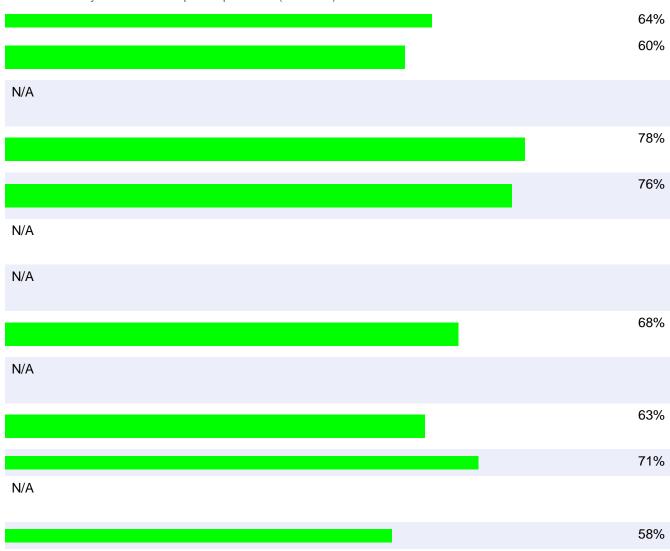




Page 206 of 210 05/31/2011







Page 207 of 210 05/31/2011



300 or more

300 or more

N/A

300 or more

300 or more

N/A

N/A

Between 100 and 299

N/A

300 or more

300 or more

N/A

Between 100 and 299

Page 208 of 210 05/31/2011



Education editory of Fatiento Freephal Exponentics (Fig. 11)		
	34%	
	28%	
N/A		Survey results are not available for this reporting period
	33%	
	28%	
N/A		Survey results are not available for this reporting period
N/A		Survey results are not available for this reporting period
	39%	
N/A		Survey results are not available for this reporting period
	41%	
	35%	
N/A		Survey results are not available for this reporting period
	33%	

Page 209 of 210 05/31/2011



Page 210 of 210 05/31/2011